

B/F

Agenda Item No. 7(A)

April 22, 2004

SERVICE DELIVERY PRIORITIES & BUSINESS PLAN OUTLOOK FOR FY2004-05



Budget and Finance Committee

TIME TABLE



- Mayor's budget message by March 31, 2004
- April Committee Meeting
 - Summary of priorities of each department
 - Discussion of priorities and policies
- Commission budget policies by April 30, 2004



Departmental Quarterly Performance Report

Department of Business Development

**10/1/2003-12/31/2003
Fiscal Year 2003/2004
First Quarter**

I. Performance Initiatives	Page 2-16
II. Personnel Status	Page 17
III. Financial Performance	Page 18-19
IV. Department Director Review	Page 19

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 10/1/2003 – 12/31/2003

MAJOR PERFORMANCE INITIATIVES

Business & Professional Development Division

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to department to promote excellent or superb customer service.

Goal:

Enable County departments and their service partners to deliver quality customer service.

Outcome ES1-1:

Clearly-defined performance expectations & standards (priority outcome).

Key performance Indicator

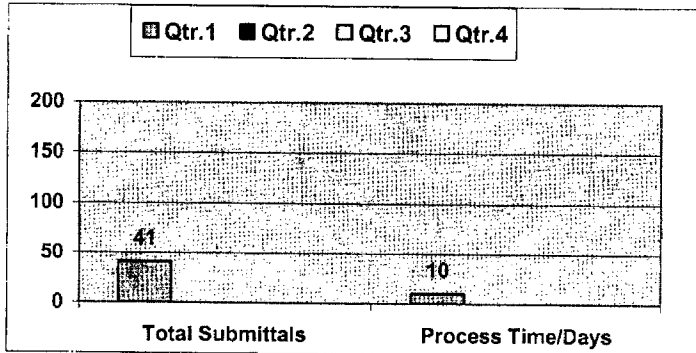
Satisfaction ratings from service delivery departments.

Performance Measure

Complete construction pre-award compliance reviews within 3 days of receipt for FY 03/04.

FY 03/04 First Quarter Status

A total of 37 reviews were completed within an average of 10 days. 37 projects were reviewed within the established benchmarks and 4 projects had extensive compliance and legal issues which attributed to an overall longer review time.



X Strategic Plan
X Business Plan
___ Budgeted Priorities
X Customer Service
___ ECC Project
___ Workforce Dev.
___ Audit Response
___ Other _____
(Describe)

Departmental Quarterly Performance Report

Department Name: Department of Business Development

Reporting Period: 10/1/2003 – 12/31/2003

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to department to promote excellent or superb customer service.

Goal:

Enable County departments and their service partners to deliver quality customer service.

Outcome: ES1-1

Clearly-defined performance expectation and standards (priority outcome).

Key performance Indicator

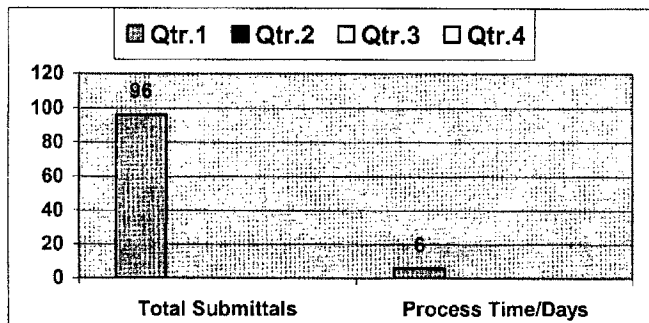
Satisfaction ratings from service delivery departments.

Performance Measure:

Complete procurement pre-award compliance reviews within 8 days.

FY 03/04 First Quarter Status.

Submittals for the quarter totaled 96 with a turnaround time of 6 days being achieved. The decrease in the number of submittals during this quarter was a normal cyclical occurrence.



☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to department to promote excellent or superb customer service.

Goal:

Enable County departments and their service partners to deliver quality customer service.

Outcome ES1-1:

Clearly-defined performance expectation and standards (priority outcome).

Key performance Indicator

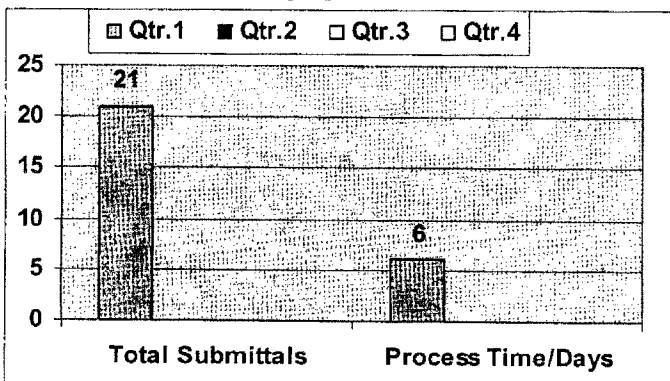
Satisfaction ratings from service delivery departments.

Performance Measure:

Complete all A&E pre-award compliance reviews within 12 days of receipt for FY 03/04.

FY 03/04 First Quarter Status

Our focus on solutions for ongoing compliance related issues associated with A&E submittals should result in a progressive reduction in review time. See graph below:



☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 10/1/2003 – 12/31/2003

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County department and their service partners to deliver quality customer service.

Outcome ES1:1:

Clearly –defined performance expectation and standards (priority outcome).

Key performance Indicator

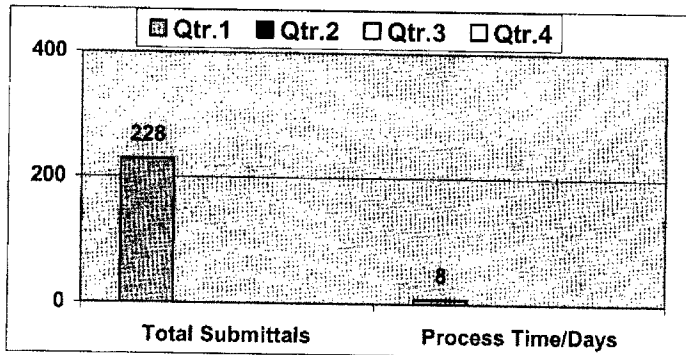
Satisfaction ratings from service delivery departments.

Performance Measure:

Maintain a 10-day review time for all projects submitted for measures.

FY 03/04 First Quarter Status

Review time depicted in graph below:



- ☒ Strategic Plan
- ☒ Business Plan
- ☐ Budgeted Priorities
- ☒ Customer Service
- ☐ ECC Project
- ☐ Workforce Dev.
- ☐ Audit Response
- ☐ Other _____
(Describe)

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County department and their service partners to deliver quality customer service.

Outcome ES1:1:

Clearly –defined performance expectations & standards (priority outcome).

Key performance Indicator

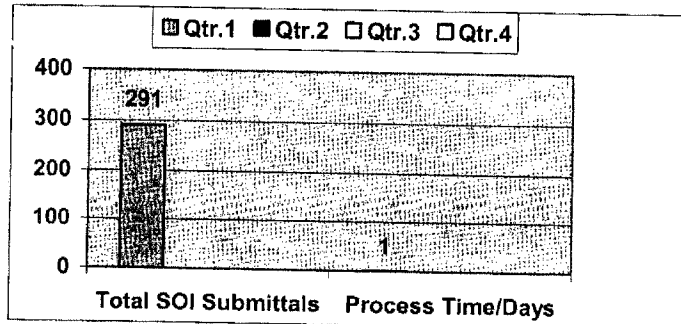
Satisfaction ratings from service delivery departments

Performance Measure

Conduct preliminary reviews of bidders Schedule of Intent Affidavits within 2 days

FY 03/04 First Quarter Status:

Turnaround time depicted in graph below:



- ☒ Strategic Plan
- ☒ Business Plan
- ☐ Budgeted Priorities
- ☒ Customer Service
- ☐ Workforce Dev.
- ☐ ECC Project
- ☐ Audit Response
- ☐ Other _____
(Describe)

Departmental Quarterly Performance Report

Department Name: Department of Business Development

Reporting Period: 10/1/2003 – 12/31/2003

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County department and their service partners to deliver quality customer service.

Outcome ES1:1:

Clearly –defined performance expectation and standards (priority outcome).

Key performance Indicator

Satisfaction ratings from service delivery departments.

Performance Measure:

Review Community Workforce Plans (CWP) within 10 days.

FY 03/04 First Quarter Status

Workforce plans were not reviewed in the first quarter. Impact is anticipated in the remaining quarters as awards are executed.

- ☒ Strategic Plan
- ☒ Business Plan
- ☐ Budgeted Priorities
- ☒ Customer Service
- ☒ Workforce Dev.
- ☐ ECC Project
- ☐ Audit Response
- ☐ Other _____

(Describe)

Business Assistance Division

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County department and their service partners to deliver quality customer service.

Outcome ED4-2:

Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome).

Key Performance Indicator

80% of businesses satisfied with the County's business processes within two years.

Performance Measure:

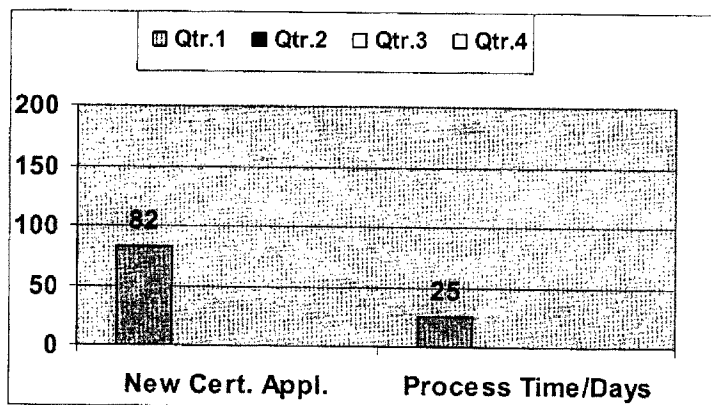
Approve applications for all new certifications within 18 days.

FY 03/04 First Quarter Status

The average turnaround time for the first quarter is 25 business days. The turnaround time should decrease when one existing vacancy, which directly affects the processing of new certifications, is filled.

- ☒ Strategic Plan
- ☒ Business Plan
- ☐ Budgeted Priorities
- ☒ Customer Service
- ☐ Workforce Dev.
- ☐ ECC Project
- ☐ Audit Response
- ☐ Other _____

(Describe)



Departmental Quarterly Performance Report

Department Name: Department of Business Development

Reporting Period: 10/1/2003 – 12/31/2003

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County department and their service partners to deliver quality customer service.

Outcome ED4-2:

Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome) Clearly –defined performance expectation and standards (priority outcome).

Key Performance Indicator

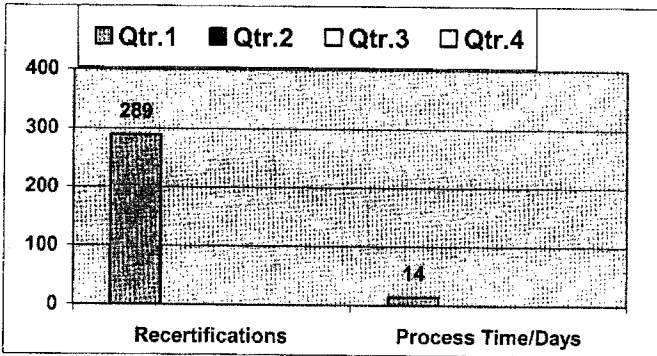
80% of businesses satisfied with the County's business processes within two years.

Performance Measure:

Approve applications for all re-certifications within 12 days.

FY 03/04 First Quarter Status

The average turnaround time for the first quarter is 25 business days. The turnaround time should decrease when one existing vacancy, which directly affects the processing of re-certifications, is filled.



- ☒ Strategic Plan
 - ☒ Business Plan
 - ☐ Budgeted Priorities
 - ☒ Customer Service
 - ☐ Workforce Dev.
 - ☐ ECC Project
 - ☐ Audit Response
 - ☐ Other _____
- (Describe)

Strategic Area:

Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.

Goal:

Enable County department and their service partners to deliver quality customer service.

Outcome ED4-2:

Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome).

Key Performance Indicator

80% of businesses satisfied with the County's business processes within two years.

Performance Measure:

Increase the number of Community Small Business Enterprise through outreach efforts.

FY 03/04 First Quarter Status:

As of 12/31/03, there were 369 firms certified in the CSBE program. Thirteen new certification applications and 84 re-certification applications were processed. Outreach efforts to increase the pool of certified CSBE firms included participation in three (3) community outreach activities: "Med-Week, 2003 NIGP Product & Service Exposition and Hot 105 Success Matters" fair; and one DBD staff presentation to Turner Construction.

- ☒ Strategic Plan
 - ☒ Business Plan
 - ☐ Budgeted Priorities
 - ☒ Customer Service
 - ☐ Workforce Dev.
 - ☐ ECC Project
 - ☐ Audit Response
 - ☐ Other _____
- (Describe)

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 10/1/2003 – 12/31/2003

<p>Strategic Area: Facilitate entities doing business with Miami-Dade.</p> <p>Goal: Create a more business-friendly environment in Miami-Dade County.</p> <p>Outcome ES1:1: Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome).</p> <p>Key Performance Indicator 80% of businesses satisfied with the County's business processes within two years.</p> <p>Performance Measure: Provide comprehensive, phased-in financial assistance to CSBE firms.</p> <p>FY 03/04 First Quarter Status: The first phase of training as well as a power point presentation on the EPP process was completed for various user departments. During this period, a legal review of the EPP was completed and language inserted into the CSBE participation provisions.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Facilitate entities doing business with Miami-Dade.</p> <p>Goal: Create a more business-friendly environment in Miami-Dade County.</p> <p>Outcome ES1:1: Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome).</p> <p>Key Performance Indicator 80% of businesses satisfied with the County's business processes within two years.</p> <p>Performance Measure: Increase the number of new firms bonded.</p> <p>FY 03/04 First Quarter Status: Four applications for small businesses were submitted to bonding companies for review.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p><u>Administration & Fiscal Management Division</u></p> <p>Strategic Area: Develop training opportunities that provide employees and managers with the competencies that result in increased proficiencies, including countywide training approaches that include training at personal, work unit, department levels and incorporating training as part of daily work. Attract, develop and retain an effective and dedicated team of employees.</p> <p>Outcome ES5-4 Workforce skills to support County priorities in customer service and leadership (priority outcome).</p> <p>Key Performance Indicator 80-100% of employees who believe that training received helped their job performance.</p> <p>Performance Measure: Conduct 25 in-house personnel workshops for FY 03/04.</p> <p>FY 03/04 First Quarter Status: Four (4) training/workshops were conducted.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities ___ Customer Service X Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 10/1/2003 – 12/31/2003

<p>Strategic Area: Develop training opportunities that provide employees and managers with the competencies that result in increased proficiencies, including countywide training approaches that include training at personal, work unit, department levels and incorporating training as part of daily work.</p> <p>Goal: Attract, develop and retain an effective and dedicated team of employees.</p> <p>Outcome ES5-4 Workforce skills to support County priorities in customer service and leadership (priority outcome).</p> <p>Key Performance Indicator 80-100% of employees who believe that training received helped their job performance.</p> <p>Performance Measure: Develop a DBD comprehensive reference guide/manual for certified firms/vendors and other County departments.</p> <p>FY 03/04 First Quarter Status: Kick-off meeting scheduled with DBD divisional liaisons is scheduled for the second quarter of FY 03/04. A 50% completion timeline is projected for FY 03/04.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Develop training opportunities that provide employees and managers with the competencies that result in increased proficiencies, including countywide training approaches that include training at personal, work unit, department levels and incorporating training as part of daily work.</p> <p>Goal: Attract, develop and retain an effective and dedicated team of employees.</p> <p>Outcome ES5-4 Workforce skills to support County priorities in customer service and leadership (priority outcome).</p> <p>Key Performance Indicator 80-100% of employees who believe that training received helped their job performance.</p> <p>Performance Measure: Develop and complete a more comprehensive, in-house uniformed training procedures manual.</p> <p>FY 03/04 First Quarter Status: A compilation and streamlining of each division's training procedures have been started. Meetings will be scheduled with each division to discuss the training drafts.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities ___ Customer Service X Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-6 County processes improved through information technology (priority outcome).</p> <p>Key Performance Indicator \$'s saved through information technology investments.</p> <p>Performance Measure: Develop and implement a new Violation Tracking System.</p> <p>FY 03/04 First Quarter Status: The analysis, design and implementation of the Violation Tracking System have been completed. Maintenance is on-going.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 10/1/2003 – 12/31/2003

<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-6 County processes improved through information technology (priority outcome).</p> <p>Key Performance Indicator \$'s saved through information technology investments.</p> <p>Performance Measure: Develop and implement the MDAD Local Development Business Program (LDB).</p> <p>FY 03/04 First Quarter Status: Analysis, design and implementation are 100%. Maintenance is on-going.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-6 County processes improved through information technology (priority outcome).</p> <p>Key Performance Indicator \$'s saved through information technology investments.</p> <p>Performance Measure: Convert the Affirmative Action Plan (AAP) program from APPROACH system to ORACLE database.</p> <p>FY 03/04 First Quarter Status: First quarter conversion is at 90%. Full implementation expected in the second quarter of FY 03/04.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-6 County processes improved through information technology (priority outcome).</p> <p>Key Performance Indicator \$'s saved through information technology investments.</p> <p>Performance Measure: Analyze & design the Community Workforce Program application (Includes GIS Interface).</p> <p>FY03/04 First Quarter Status: DBD has completed the analysis, design and implementation of the Community Workforce Program application. Maintenance in on-going.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 10/1/2003 – 12/31/2003

<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-6 County processes improved through information technology (priority outcome).</p> <p>Key Performance Indicator \$'s saved through information technology investments.</p> <p>Performance Measure: Develop and add the New Equitable Distribution (EDP) to its existing program.</p> <p>FY 03/04 First Quarter Status: DBD has completed the analysis, design and implementation the new EDP rotation criteria. On-going enhancements as requested by CICC have been scheduled for this quarter.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-6 County processes improved through information technology (priority outcome).</p> <p>Key Performance Indicator \$'s saved through information technology investments.</p> <p>Performance Measure: Analyze/Design/Develop a new process for the production of the BCC Agenda Report for the Minority Business Unit..</p> <p>FY 03/04 First Quarter Status: Analysis, design and implementation of the BCC agenda report are completed. BCC module is in the testing stage and is set for implementation in the second quarter of FY 03/04.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-6 County processes improved through information technology (priority outcome).</p> <p>Key Performance Indicator \$'s saved through information technology investments.</p> <p>Performance Measure: Analyze, develop and design a new Living Wage Analysis Report.</p> <p>FY 03/04 First Quarter Status: DBD has completed the design, analysis and implementation of this report. The original design of the report is being used by the CRC Division and new modifications as requested by them are 40% complete.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 10/1/2003 – 12/31/2003

<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes. Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange. Outcome ES4-6 County processes improved through information technology (priority outcome). Key Performance Indicator \$'s saved through information technology investments. Performance Measure: Analyze, develop and design a Work History Report – New Criteria Report should be 75% completed in FY 03/04. FY 03/04 First Quarter Status: The report is in the analysis stage.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes. Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange. Outcome ES4-6 County processes improved through information technology (priority outcome). Key Performance Indicator \$'s saved through information technology investments. Performance Measure: Analyze, develop and design an Expedited Payment Program. FY 03/04 First Quarter Status: This program is in the analysis and design stage. User specifications have changed. Awaiting new process specifications to re-analyze and design.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes. Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange. Outcome ES4-6 County processes improved through information technology (priority outcome). Key Performance Indicator \$'s saved through information technology investments. Performance Measure: Interface DBD Oracle NAICS codes with ADPICS Commodity codes. FY 03/04 First Quarter Status: Interface analysis of the two reports is complete. Discussions are on-going with the NAICS vendor to purchase the NIGP commodity crosswalk file.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report

Department Name: Department of Business Development

Reporting Period: 10/1/2003 – 12/31/2003

<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange</p> <p>Outcome ES4-6 County processes improved through information technology (priority outcome).</p> <p>Key Performance Indicator \$'s saved through information technology investments.</p> <p>Performance Measure: Analyze, develop the Electronic Data Imaging Management System (EDMS) which will allow DBD Staff to access all file items electronically instead of keeping hard files and documents.</p> <p>FY 03/04 First Quarter Status: 2% complete as of the 1st quarter. Expected to be 5% complete at the end of this fiscal year. Expected to be 50% complete at end of FY 04/05.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe</p>
<p>Strategic Area: Create & process County forms on-line; Improve integration of department and Countywide systems; Work with departments/divisions to identify priorities to improve department specific processes.</p> <p>Goal: Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange.</p> <p>Outcome ES4-6 County processes improved through information technology (priority outcome).</p> <p>Key Performance Indicator \$'s saved through information technology investments.</p> <p>Performance Measure: Pre-qualification conversion (MS Access to Oracle).</p> <p>FY 03/04 First Quarter Status: Project start date: 04/05.</p>	<p>X Strategic Plan X Business Plan X Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe</p>

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 10/1/2003 – 12/31/2003

<div><div><div>Contract Review & Compliance Division</div></div><div><div>Strategic Area:</div><div>Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</div><div>Goal:</div><div>Enable County departments and their service partners to deliver quality customer service.</div><div>Outcome ES1-1:</div><div>Clearly-defined customer service performance expectation & standards (priority outcome).</div><div>Key Performance Indicator</div><div>Satisfaction ratings from service delivery departments.</div><div>Performance Measure:</div><div>Achieve & maintain 100% desired level of site visits of 1080 per quarter.</div><div>FY 03/04 First Quarter Status:</div><div>The goal was exceeded this quarter as depicted in graph below:</div><div><div><div><div>Site Visit Goal</div><div>Site Visit Actual</div></div><div><div><div>1150</div><div>1100</div><div>1050</div></div><div><div><div>1080</div><div>1111</div></div><div><div>Qtr.1</div><div>Qtr.2</div><div>Qtr.3</div><div>Qtr.4</div></div></div></div></div></div></div></div>	<div><div><div>X Strategic Plan</div><div>X Business Plan</div><div>Budgeted Priorities</div><div>X Customer Service</div><div>Workforce Dev.</div><div>ECC Project</div><div>Audit Response</div><div>Other</div></div><div>(Describe)</div></div>
<div><div><div>Strategic Area:</div><div>Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</div><div>Goal:</div><div>Enable County departments and their service partners to deliver quality customer service.</div><div>Outcome ES1-1:</div><div>Clearly-defined customer service performance expectations & standards (priority outcome).</div><div>Key Performance Indicator</div><div>Satisfaction ratings from service delivery departments.</div><div>Performance Measure:</div><div>Conduct comprehensive audits once per year for every company working on an open (active) project that has wage requirements applicable under Ordinance 90-143.</div><div>FY 03/04 First Quarter Status:</div><div>The criteria for capturing the number of comprehensive audits of certified payrolls are in the developmental stage and will be implemented in the second quarter of FY 03/04. The goal of achieving an 80% coverage as outlined in the FY 03/04 Business Plan will be adjusted to 60%. As a side note, based on the FY 02/03 performance measures, 229 certified payroll audits were conducted in the 1st quarter of FY 03/04.</div></div></div>	<div><div><div>X Strategic Plan</div><div>X Business Plan</div><div>Budgeted Priorities</div><div>X Customer Service</div><div>Workforce Dev.</div><div>ECC Project</div><div>Audit Response</div><div>Other</div></div><div>(Describe)</div></div>

Departmental Quarterly Performance Report

Department Name: Department of Business Development

Reporting Period: 10/1/2003 – 12/31/2003

<p>Strategic Area: Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service.</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectations & standards (priority outcome).</p> <p>Key Performance Indicator Satisfaction ratings from service delivery departments.</p> <p>Performance Measure: Conduct comprehensive audits once per year for every open (active) project for those projects with measures.</p> <p>FY 03/04 First Quarter Status: The criteria for capturing the number of comprehensive audits of Monthly Utilization Reports is in the developmental stage and will be implemented in the second quarter of FY 03/04. The goal of achieving an 80% coverage as outlined in the FY 03/04 Business Plan will be adjusted to 60%. As a side note, based on the FY 02/03 performance measures, 231 MUR audits were conducted in the 1st quarter of FY 03/04.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Develop training opportunities that provide employees and managers with the competencies that result in increased proficiencies, including a department wide training approach.</p> <p>Goal: Attract, develop and retain an effective, diverse and dedicated team of employees.</p> <p>Outcome ES5:3: Motivated, dedicated workforce team aligned with organizational priorities (priority outcome).</p> <p>Key Performance Indicator: Lower staff turnover and increase employee satisfaction.</p> <p>Performance Measure: Standardize Enforcement Strategies.</p> <p>FY 03/04 First Quarter Status: Information gathering has started with the collection of a syllabus for training compliance supervisors in auditing techniques.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities ___ Customer Service X Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p><u>Professional Support Services Division</u></p>	
<p>Strategic Area: Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service.</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectations & standards (priority outcome).</p> <p>Key Performance Indicator Satisfaction ratings from service delivery departments.</p> <p>Performance Measure: Ensure compliance with A.O. 3-39 (Architectural & Engineering firms [A&E] within 7-10 business days.</p> <p>FY 03/04 First Quarter Status: Information presented in the FY 03/04 Business Plan will be captured in the second quarter.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report

Department Name: Department of Business Development

Reporting Period: 10/1/2003 – 12/31/2003

<p>Strategic Area: Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service.</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectations & standards (priority outcome).</p> <p>Key Performance Indicator Satisfaction ratings from service delivery departments.</p> <p>Performance Measure: Maintain an average approval review time of 95% for FY 03/04 to ensure compliance with Ordinance 98-30 & Resolution 1049-93 for firms with annual revenue less than \$5M.</p> <p>FY 03/04 First Quarter Status: As a result of the development of a consolidated database, the information outlined in the FY 03/04 Business Plan will be presented in the second quarter Strategic Management Plan for the first two quarters.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service.</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectation & standards (priority outcome).</p> <p>Key Performance Indicator Satisfaction ratings from service delivery departments.</p> <p>Performance Measure: Maintain an average approval review time of 90% for FY 03/04 of all applications (with complete documentation) to ensure compliance with Ordinance 98-30 & Resolution 1049-93 for firms with an annual revenue greater than \$5M.</p> <p>FY 03/04 First Quarter Status: As a result of the development of a consolidated database, the information outlined in the FY 03/04 Business Plan will be presented in the second quarter Strategic Management Plan for the first two quarters.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service.</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectations & standards (priority outcome).</p> <p>Key Performance Indicator Satisfaction ratings from service delivery departments.</p> <p>Performance Measure: Conduct three community workshops on AAP requirements.</p> <p>FY 03/04 First Quarter Status: The AAP unit is currently in the process of developing a workshop format. The workshops will target CSBE and other companies that conduct business with Miami-Dade County. The first AAP workshop is tentatively scheduled to coincide with the next CSBE quarterly forum.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report

Department Name: Department of Business Development

Reporting Period: 10/1/2003 – 12/31/2003

<p>Strategic Area: Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service.</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectations & standards (priority outcome).</p> <p>Key Performance Indicator Satisfaction ratings from service delivery departments.</p> <p>Performance Measure: Conduct three community workshops on the County's anti-discrimination Ordinance 97-67 in construction, procurement, bonding and financial service industries.</p> <p>FY 03/04 First Quarter Status: The first workshop is scheduled in conjunction with the next CSBE quarterly forum. The current anti-discrimination brochure is being reviewed for updates.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>
<p>Strategic Area: Develop clearly-defined customer service performance standards & expectations. Develop standardized set of customer tools, including data collection for departmental use and provide in-house support to departments to promote excellent or superb customer service.</p> <p>Goal: Enable County departments and their service partners to deliver quality customer service</p> <p>Outcome ES1-1: Clearly-defined customer service performance expectations & standards (priority outcome).</p> <p>Performance Measure: Maintain an average approval rate of 90% for FY 03/04 of all applications (with complete documentation) to ensure compliance with Ordinance 82-37 & A.O. 3-39 (A&E).</p> <p>FY 03/04 First Quarter Status: As a result of the development of a consolidated database, the information outlined in the FY 03/04 Business Plan will be presented in the second quarter Strategic Management Plan for the first two quarters.</p>	<p>X Strategic Plan X Business Plan ___ Budgeted Priorities X Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)</p>

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 10/1/2003 – 12/31/2003

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	88	105	90	15						

* Public Safety departments should report the sworn versus non-sworn personnel separately and departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

Deputy Director, 1 Outreach Position & 9 Operational Positions.

C. Turnover Issues

Promotional opportunities internally as well as with other County Agencies.

D. Skill/Hiring Issues

Budgetary Constraints.

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

1 Temporary Employee

F. Other Issues

N/A

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 10/1/2003 – 12/31/2003

FINANCIAL SUMMARY

	PRIOR YEAR Actual	Total Annual Budget	CURRENT FISCAL YEAR					
			Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
Transfer from General Fund	967	948	237	-	948	-	948	0%
Inter-Dept Fees	1440			34	-	34	-34	0%
External Fees(Certf)	49	55	14	9	55	9	46	17%
Working Cap. Fund	3536	6870	1717		6870 (1)	-	6870	0%
Total	5992	7873	1968	43	7873	43	7830	1%
Expense*								
Salaries & Fringes	4874	6269	1567	1449	6269	1449	4820	23%
Other Operating Expense	725	524	131	60	524	60	464	12%
RENT								
Outreach Services	252	423	106	-	423	-	423	0%
	73	600	150	15	600	15	585	3%
CBOS	-	-	-	156	-	156(2)	-156	0%
Capital	68	57	14	4	57	4	53	7%
Total	5992	7873	1968	1683	7873	1683	6190	21%

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

(1) Working Capital Fund will be credited to DBD by the OSBM/Finance Dept.

Departmental Quarterly Performance Report
Department Name: Department of Business Development
Reporting Period: 10/1/2003 – 12/31/2003

(2) CBO Expenses were refunded to DBD 09/03

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
	n/a	n/a	n/a	n/a	n/a
Total					

Comments:

(Explain variances, discuss significant in-kind services, and provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

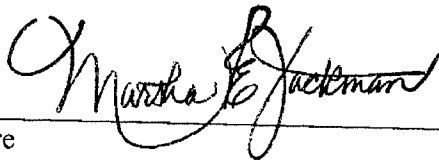
Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature _____
Department Director



Date 2/9/04



Departmental Quarterly Performance Report

Department Name: Employee Relations

Reporting Period:

FY 2003-2004

First Quarter

I. Performance Initiatives	Page 2
II. Personnel Status	Page 4
III. Financial Performance	Page 5
IV. Department Director Review	Page 6

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

MAJOR PERFORMANCE INITIATIVES

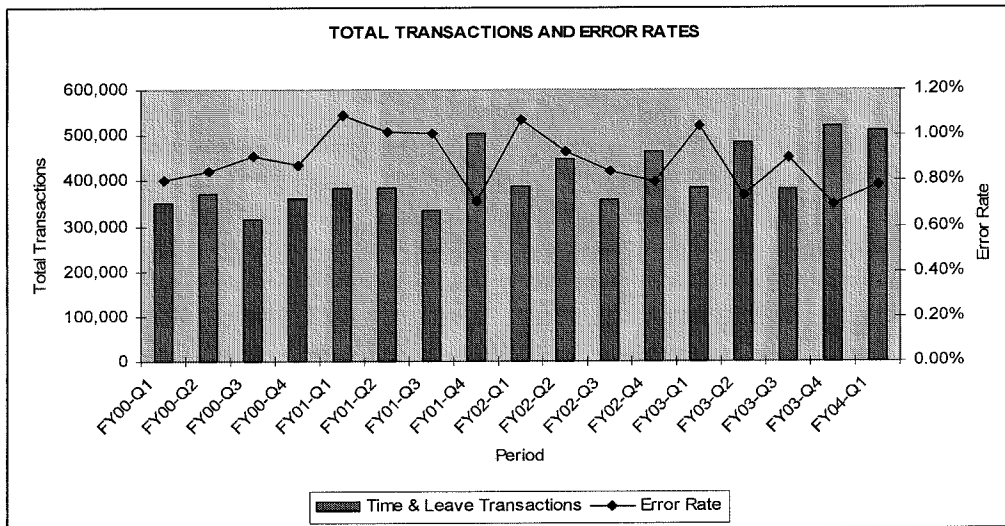
Describe Key Initiatives and Status

Check all that apply

Streamline payroll and related processes to enhance efficiency of systems & improve accuracy & timeliness of transactions.

- Streamline Time and Leave payroll system
- Enhance/ Replace BOS and WASD payroll systems
- Emergency payroll and voucher system are integral payroll enhancements that are currently under development. (ECC 812)
- Electronic Data Management System (on-line forms, documents, backfile)
- Time collection system has been put on hold –expecting one to be developed with the advent of comprehensive HRIS. (ECC-882)
- New measures are being developed for each payroll unit- Time and Leave, Position Control and Bus Operators System, that will facilitate monitoring employees' performance. The underlying goal is to reduce errors and provide a more equitable work distribution.

☒ Strategic Plan
☒ Business Plan
☒ Budgeted Priorities
☒ Customer Service
☒ ECC Project
☐ Workforce Dev.
☒ Audit Response
☐ Other _____
 (Describe)

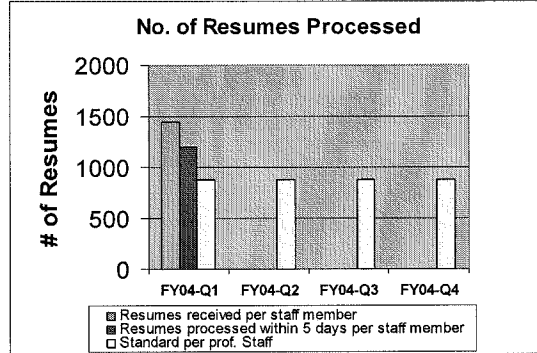
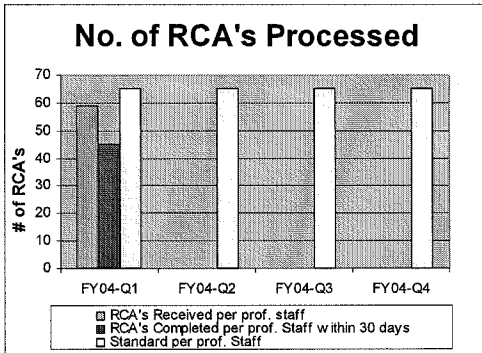


Departmental Quarterly Performance Report

Department Name:

Reporting Period:

Provide an equitable & qualitative system for the recruitment, testing, and compensation to all depts., employees, bargaining units, and public. Fill vacancies expeditiously and provide expertise in departmental recruitment plans.



Staff Count: Compensation Section

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 02-03	9	9	9	9
FY 03-04	9			

Staff Count: Recruitment Section

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 02-03	19	19	22	21
FY 03-04	21			

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☐ Customer
 Service
☐ ECC Project
☐ Workforce
 Dev.
☐ Audit
 Response
 Other _____
 (Describe)

Departmental Quarterly Performance Report

Department Name:

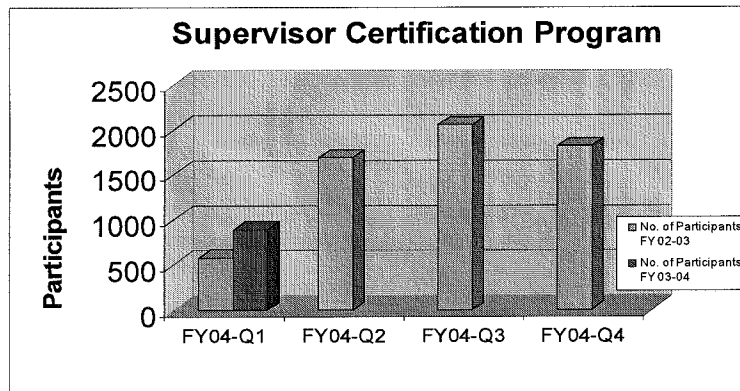
Reporting Period:

Provide countywide training and employee development opportunities to all employees through MDCU. Centralize training programs and provide training solutions to facilitate long range objectives.

Sixty-six County supervisors received training on the Americans with Disabilities Act employment provisions during the 1st quarter of this fiscal year. The unit also conducted 4 sessions this quarter to cross-train other Employee Relations Department staff on the ADA employment provisions

The ADA Unit/Office of Reasonable Accommodation responded to 332 requests for assistance via telephone/TTY/e-mail and received 19 visits during the 1st quarter of this fiscal year.

The unit made site visits to Lighthouse for the Blind and the Epilepsy Foundation this quarter and participated in the Fall Conference of the National Association of ADA Coordinators.



Staff Count: Training Unit

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 02-03	13	12	12	12
FY 03-04	12			

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☐ Customer
 Service
☐ ECC Project
☐ Workforce
 Dev.
☐ Audit
 Response
 Other _____
 (Describe)

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

ECC – 882 Time Collection system- Automate entry of payroll information to increase efficiencies

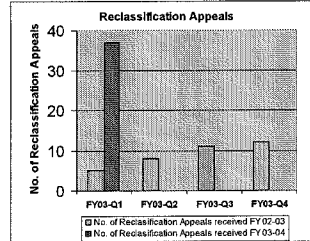
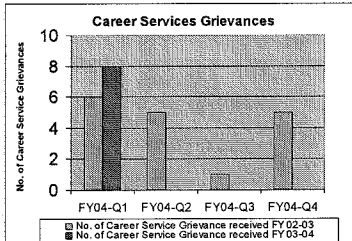
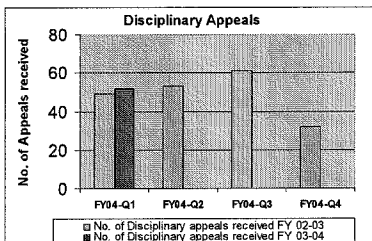
- Studying the possibility of acquiring on-line payroll application through a third party vendor, which may be part of an HRIS System. This is the long-range, more cost-effective and desirable solution

☒ Strategic Plan
☒ Business Plan
☒ Budgeted Priorities
☒ Customer Service
☒ ECC Project
☐ Workforce Dev.
☒ Audit Response
 Other _____
 (Describe)

Maintain a harmonious working relationship between Miami-Dade County and the certified collective bargaining units; greater efficiencies achieved by more balanced collective bargaining with goals of enhanced efficiency.

Process a variety of employee appeals.

☐ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
 Other _____
 (Describe)



Staff Count: Employee Appeals Unit

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 02-03	3	3	3	3
FY 03-04	2			

Reporting Period:Page 6 of 10

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

ECC 796 Countywide Pay Plan review – Conduct a comprehensive review of the County’s Pay Plan and Classification Plan and develop a method & model to simplify both.

The final report was received in October. Currently, staff is conducting an in-depth review of the findings and recommendations to identify those that can and should be implemented.

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities ☐
 Customer Service
☐ Workforce
 Dev.
☒ ECC Project
☐ Audit
 Response
 Other _____
 (Describe)

ECC 718 Human Resources Mgmt – Continue to assess support services for all service depts. To ensure that all personnel needs are effectively & efficiently met. Initiated a departmental business process review to update existing processes and procedures. The first area to be reviewed is the Recruitment unit. ERD also completed the first Employee Relations Customer Satisfaction Survey which will provide a base line for future performance data and assist in determining user dept. service needs.

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities ☐
 Customer Service
☐ Workforce
 Dev.
☒ ECC Project
☐ Audit
 Response
 Other _____
 (Describe)

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	140	145	137	8						

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

Personnel Services – None

Labor Management and Employee Appeals – None

Admin. Services – None

Dept. Admin. Admin. Support Unit – Account Clerk: Critical to cost recovery efforts for the Dept. including MDCU, employment advertising, etc.

Career Development Division – Program Coordinator for MDCU. This position supports functions of Division Manager and Division Director for MDCU projects.

C. Turnover Issues

D. Skill/Hiring Issues Personnel-Payroll Technicians require 6-12 months of training to acquire knowledge about the personnel and payroll rules, labor agreements, and to utilize the payroll system.

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

ERD has one long term part time position, Employment Industrial Psychologist.

F. Other Issues

ASD needs to develop and maintain a broader management infrastructure.

ASD requires more support staff to attend to ancillary duties

FINANCIAL SUMMARY

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
♦ Gen Fund	7932	7897	1974	1974	1974	1974	0	25
♦ Reimb	1939	2294	574	658	574	658	84	29
♦								
♦								
Total	9871	10191	2548	2515	10191	2632	84	50
Expense*								
Salary	6999	7044	1761	1860	1761	1860	99	26
Fringes	1870	2294	573	541	573	541	-32	24
Other Oper	938	853	214	81	214	81	-133	09
Total	9807	10163	2548	2482	2548	2482	-66	24

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

ERD has processed all backlog reimbursements and presently we are up to date, we will continue to recover cost expended for MDCU including training coordinated for FIU, Miami-Dade Community College, New Horizons; GSA Risk Management; WASD; Testing & Validation; the MOU with MDT/OPTM, etc.

Departmental Quarterly Performance Report

Department Name:

Reporting Period:

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

Requires compliance with the County Manager's mandatory participation in Miami-Dade County University. Also, requires elimination of training redundancy and duplication.

ERD requires focus on performance standards by maintaining staffing levels while moving forward with modernization plan.

More realistic resource levels to comply with value added internal support level.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date _____



Departmental Quarterly Performance Report

Department Name: Finance

**Reporting Period:
FY 2003-04
1st Quarter**

I. Performance Initiatives	Page 2
II. Personnel Status	Page 16
III. Financial Performance	Page 18
IV. Department Director Review	Page 19

Departmental Quarterly Performance Report

Department Name: Finance

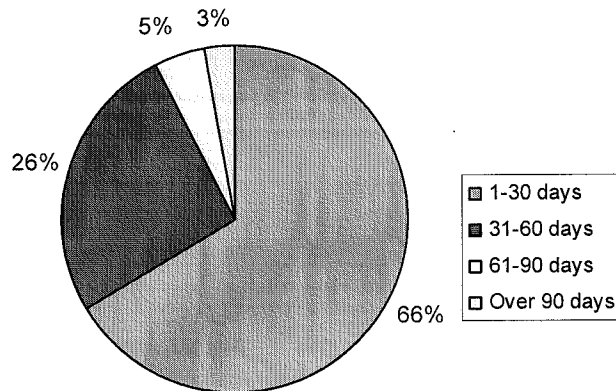
Reporting Period: FY 2003-04 1st Quarter

MAJOR PERFORMANCE INITIATIVES

Mission Statement: Provide timely, accurate, efficient, and accessible financial services, data, analysis, tax collection and guidance to our broad customer base and to promote confidence in these products and services as sound foundations for financial and management decision making.

Issue payments to vendors within 30 days of receipt of invoice by the County.

Average No. of Days it takes to process invoices for payment



Check all that apply

☐ Strategic Plan

☒ Business Plan

☐ Budgeted

Priorities

☒ Customer Service

☒ ECC Project

☐ Workforce Dev.

☐ Audit Response

☐ Other _____

(Describe)

Goal Outcome Identifier:

ES8-3

Invoices processed within the following average number of days:

QTR 1-2004	No. of Invoices	% of Total	YTD-2004	No. of Invoices	% of Total
1-30 days	34,151	66%	1-30 days	34,151	66%
31-60 days	13,426	26%	31-60 days	13,426	26%
61-90 days	2,406	5%	61-90 days	2,406	5%
Over 90 days	1,407	3%	Over 90 days	1,407	3%
Total	51,390	100%	Total	51,390	100%

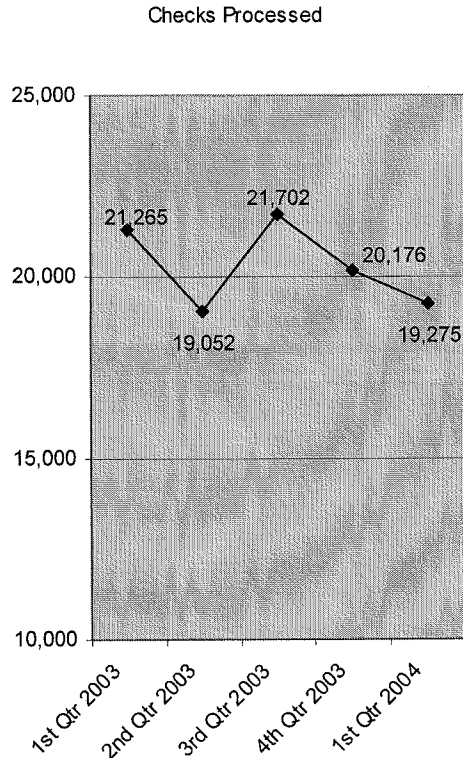
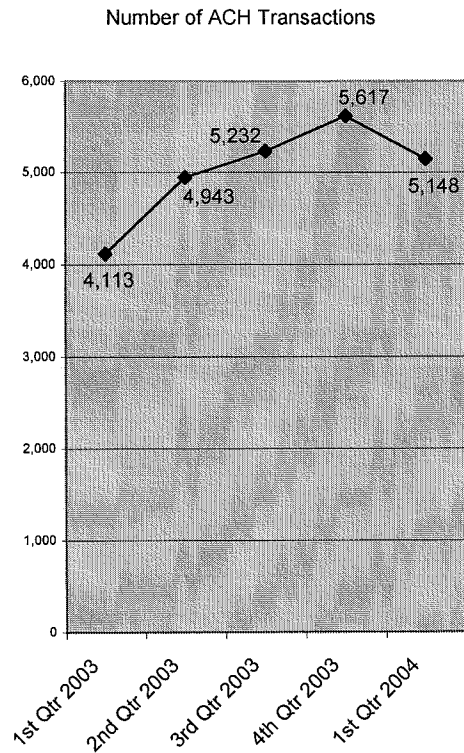
Above information based on Contract payments processed through Procurement only. It does not include Construction Contract or Direct Vouchers payments.

Departmental Quarterly Performance Report

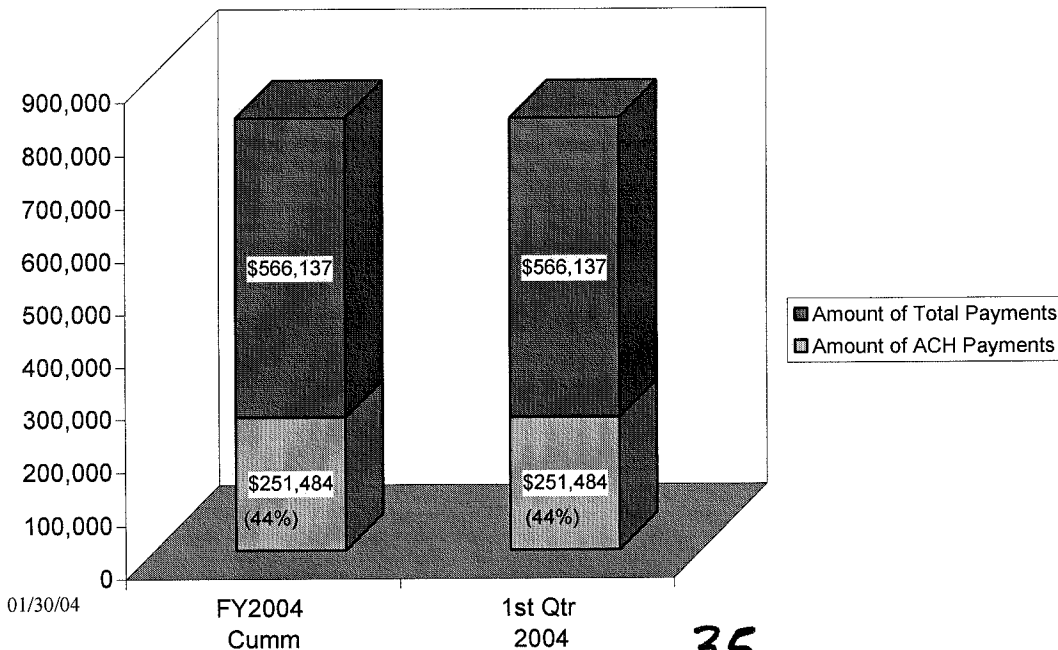
Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

Increase the usage of Automatic Clearing House (ACH) payments in order to pay vendors expeditiously and minimize issuance of manual checks



Amount of ACH Payments vs. Generated Checks Including Emergency Checks (In thousands)



Check all that apply

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☒ Customer Service
☒ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other
 (Describe)

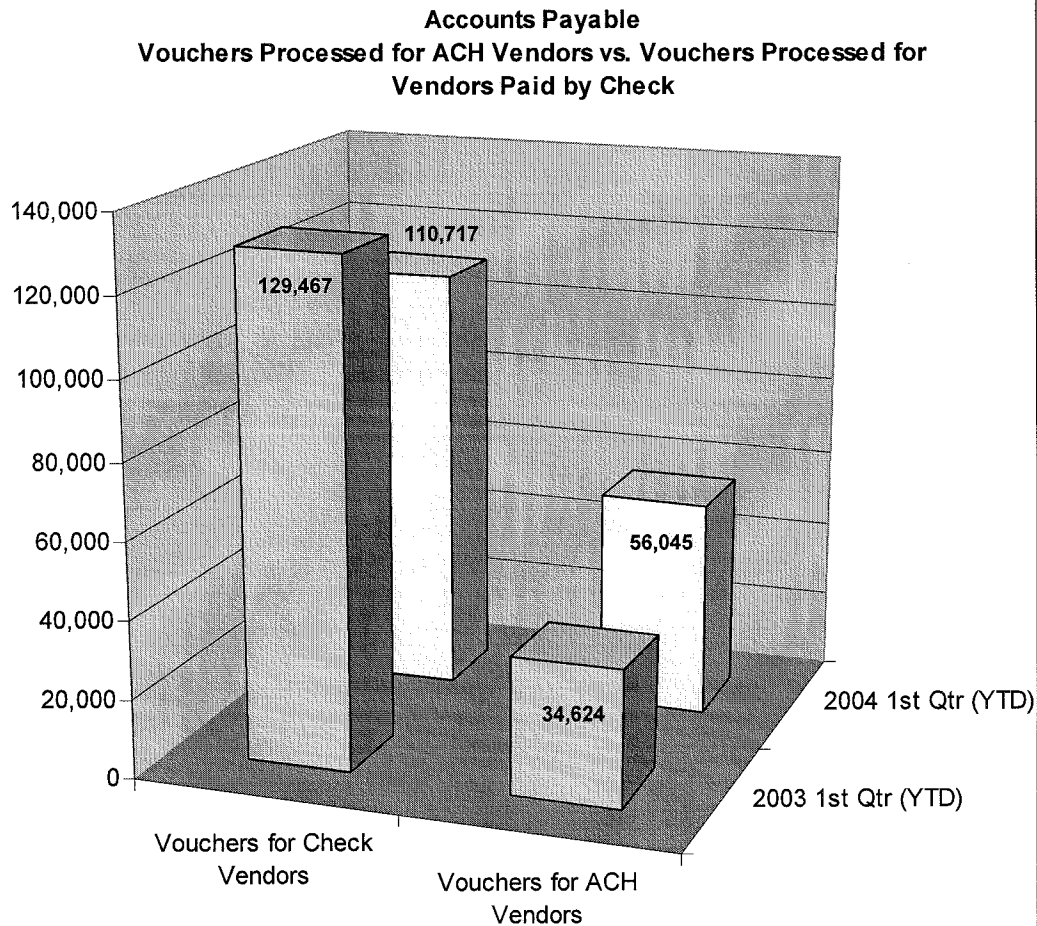
Goal Outcome Identifier:
ES8-4

Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

Process payments to vendors on a timely and accurate manner in the new Accounts Payable module, tracking commodity usage and payment cycle.



- 2003 (1st Quarter) – ACH is 21% of Total Vouchers Processed
- 2004 (1st Quarter) – ACH is 33% of Total Vouchers Processed

Check all that apply

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

Goal Outcome identifier:
ES8-4

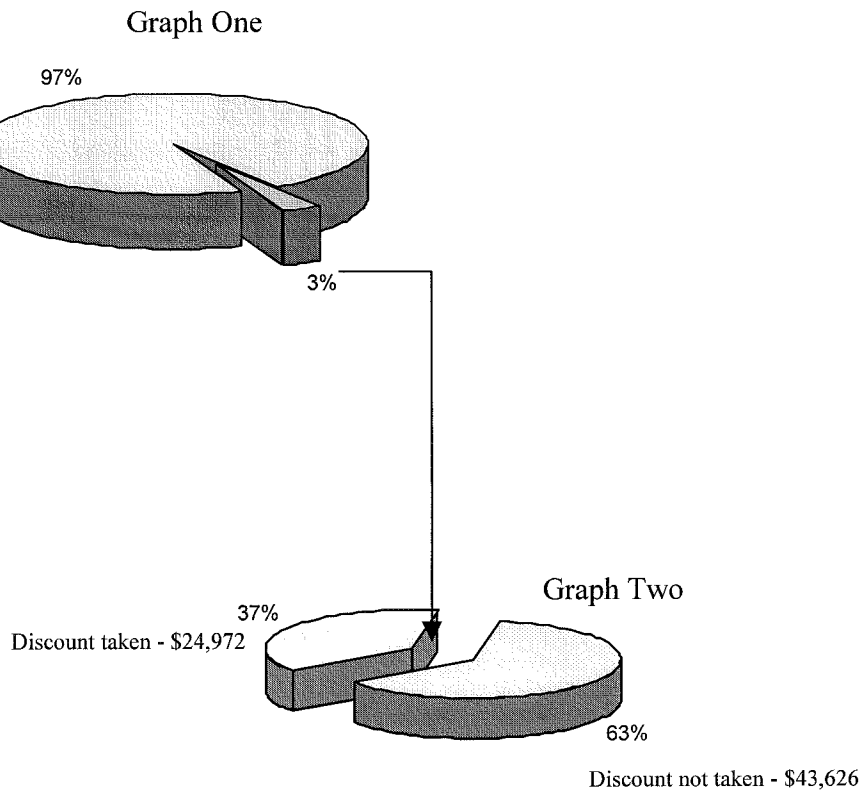
Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

Maximize prompt payment discounts on all County contracts that provide for early payment discounts.

The following graphs show that 3% of all contract payments made in Quarter 1 of FY2004 provided the County early payment discount incentives (Graph One). Of this 3%, we were able to take advantage of early payment discounts in 37% of the payments made (Graph Two).



Check all that apply

☐ Strategic Plan
☒ Business Plan
☒ Budgeted
Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

Goal Outcome identifier:
ES8-4

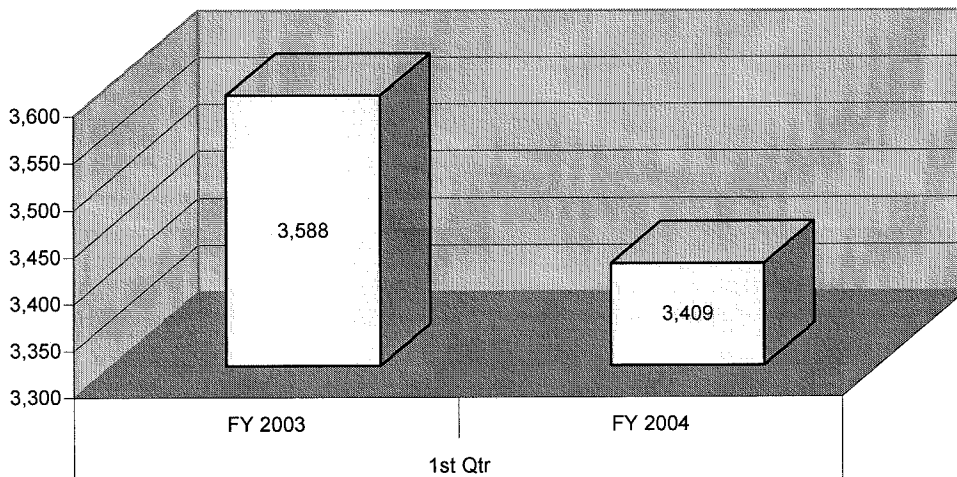
Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

Monitor and track emergency payments for construction contracts, loan closings etc.

Emergency Checks Issued



Check all that apply

☐ Strategic Plan

☒ Business Plan

☐ Budgeted

Priorities

☒ Customer Service

☐ ECC Project

☐ Workforce Dev.

☐ Audit Response

☐ Other

(Describe)

Goal Outcome identifier:

ES8-3

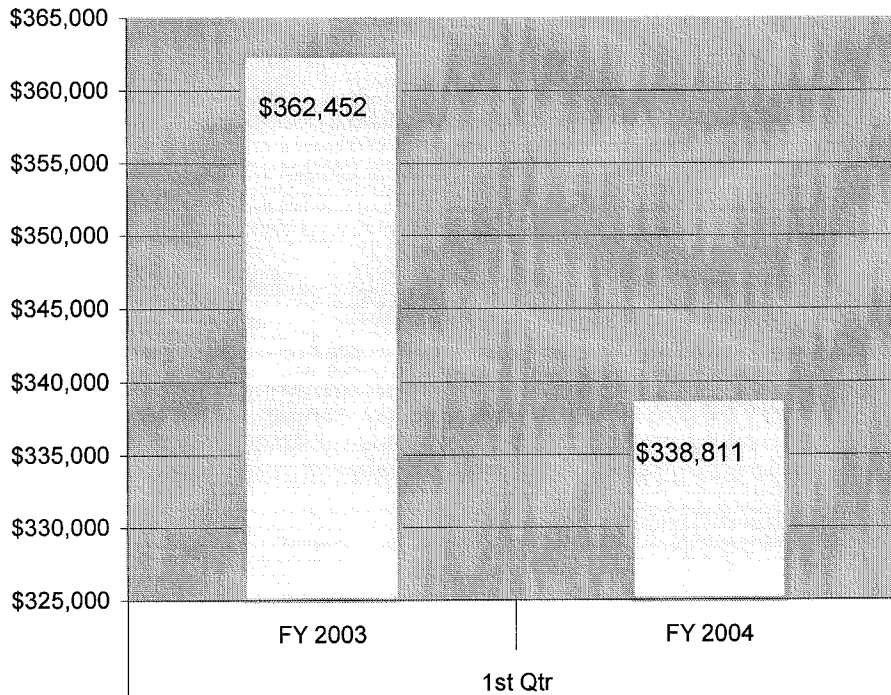
Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

Expand usage of purchasing card program to all county departments.

Purchase Card Year to Date Transaction Amount



Check all that apply

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
Priorities
☒ Customer Service
☒ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

Goal Outcome identifier:
ES8-4

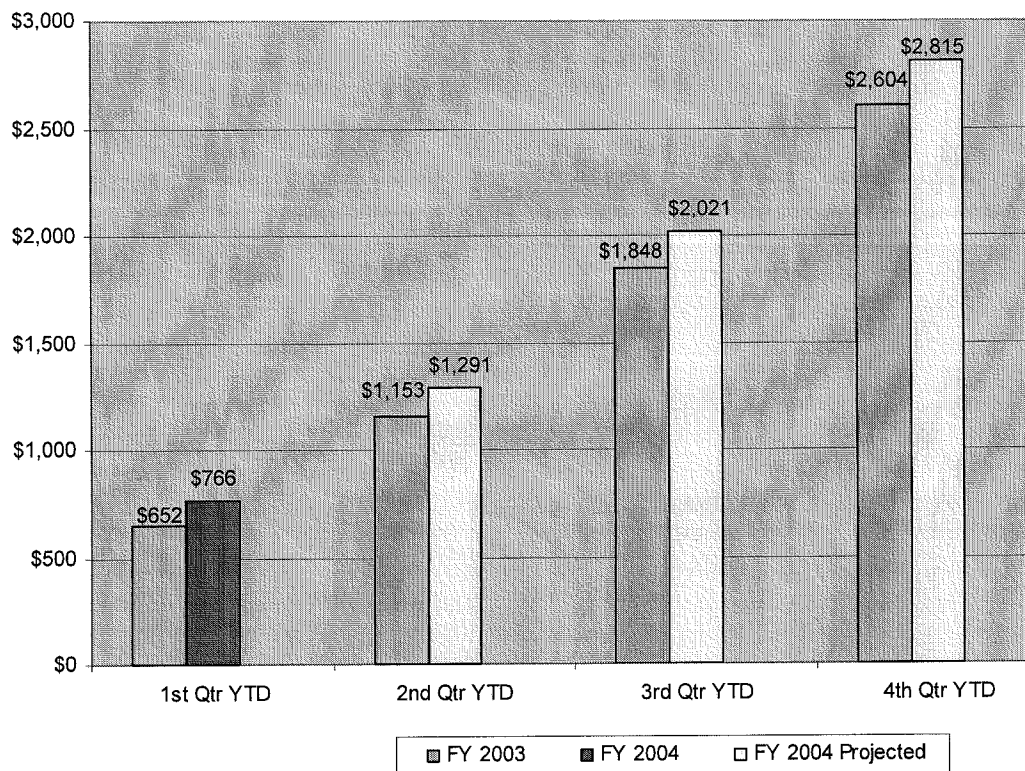
Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

The following are the revenues for last year, followed by the first quarter of this year and with a 5% increase over the next 3 quarters. Credit and Collection is actually \$80.9K ahead of the projected 5% increase after the first quarter. This makes the annual increase 8.1% instead of the projected 5% increase.

Credit and Year to Date Net Revenue (in thousands)



Check all that apply

- ☐ Strategic Plan
- ☒ Business Plan
- ☒ Budgeted
- Priorities
- ☐ Customer Service
- ☐ ECC Project
- ☐ Workforce Dev.
- ☐ Audit Response
- ☐ Other _____
- (Describe)

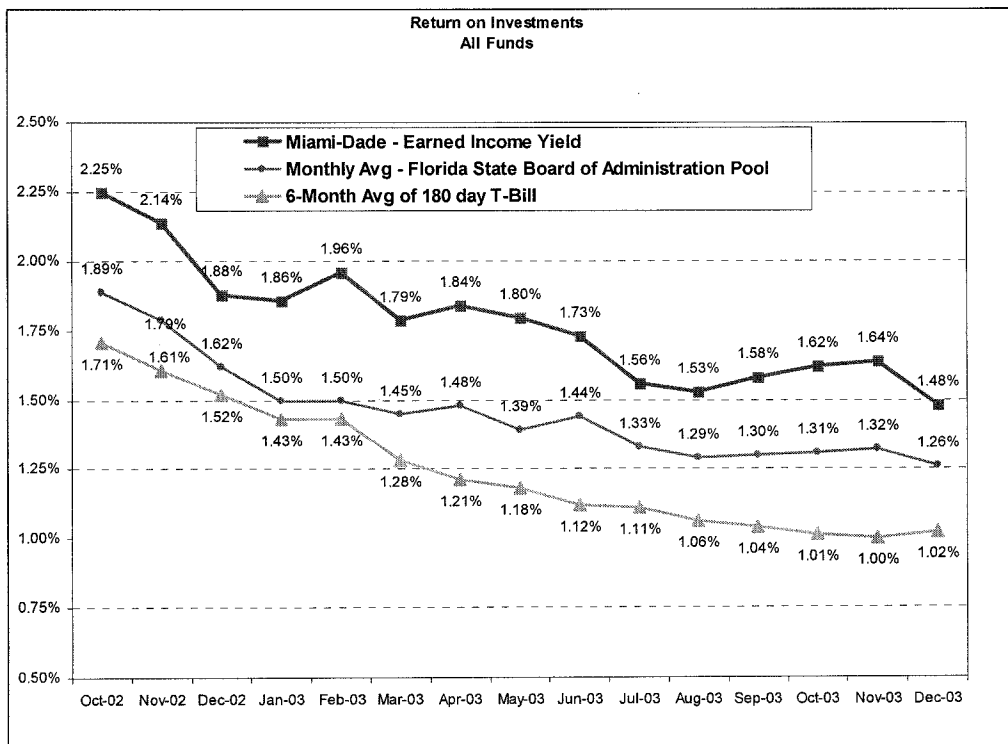
Goal Outcome identifier:
ES8-2

Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

Continue to achieve an average rate of return for all County funds that is competitive with the average rate of return for the County's industry benchmarks



Check all that apply

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other
 (Describe)

Goal Outcome identifier:
ES8-1

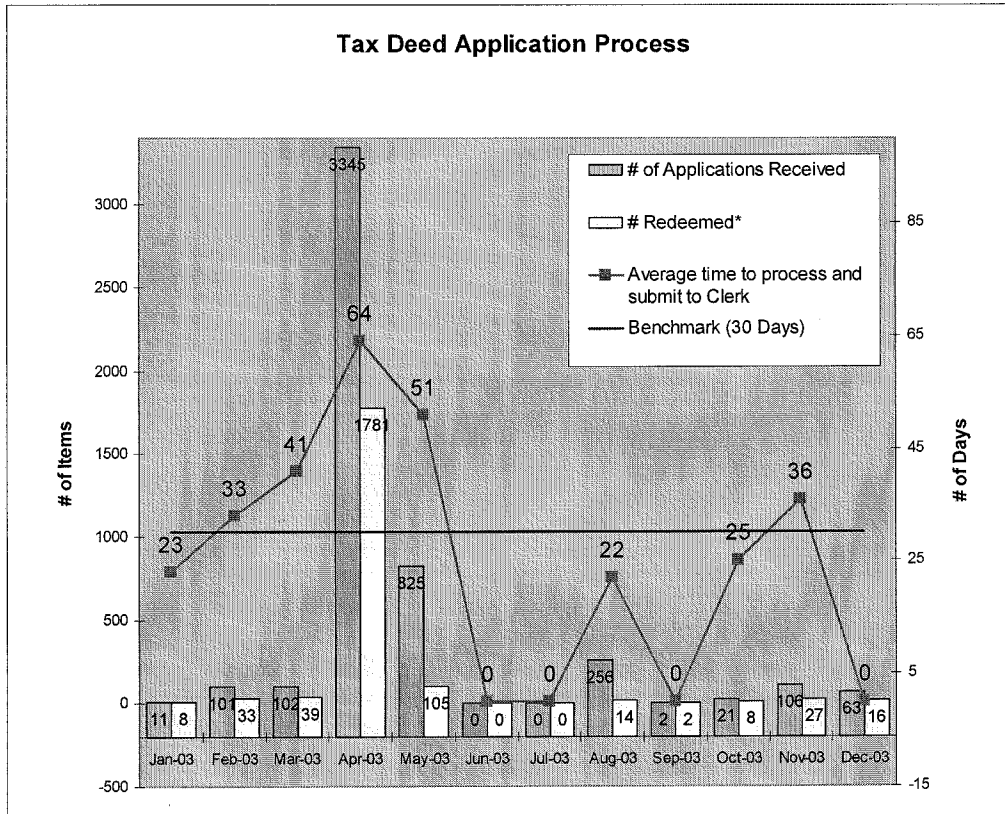
Departmental Quarterly Performance Report
Department Name: Finance
Reporting Period: FY 2003-04 1st Quarter

Accurately process Tax Deed applications and redemptions and submit to Clerk's Office within 30 days

Check all that apply

☐ Strategic Plan
☐ Business Plan
☐ Budgeted
 Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other
 (Describe)

Goal Outcome identifier:
 ES8-5



* Number redeemed indicates when taxes are paid prior to a public auction of the property deed

**Tax deed applications are not accepted while the yearly tax certificate auction is conducted (June)

Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

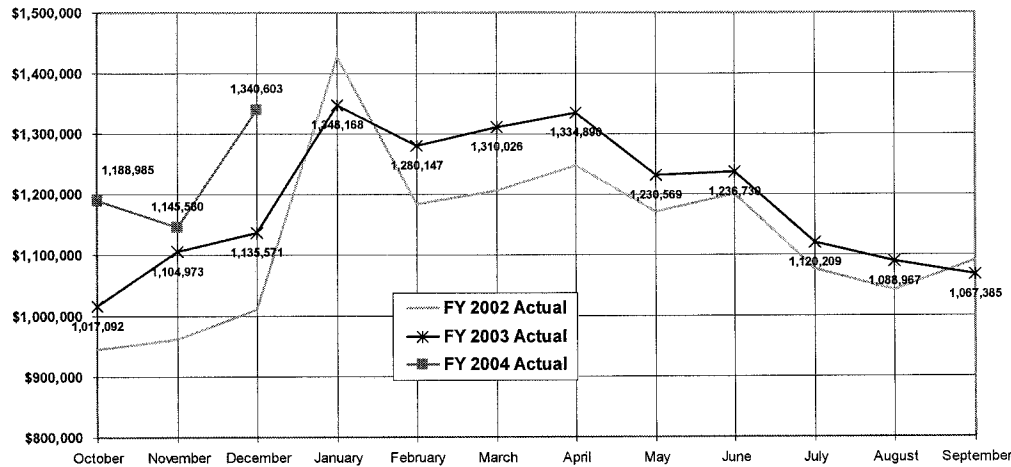
Increase overall field collections for personal property, occupational license, and tourist taxes by 10%

Check all that apply

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

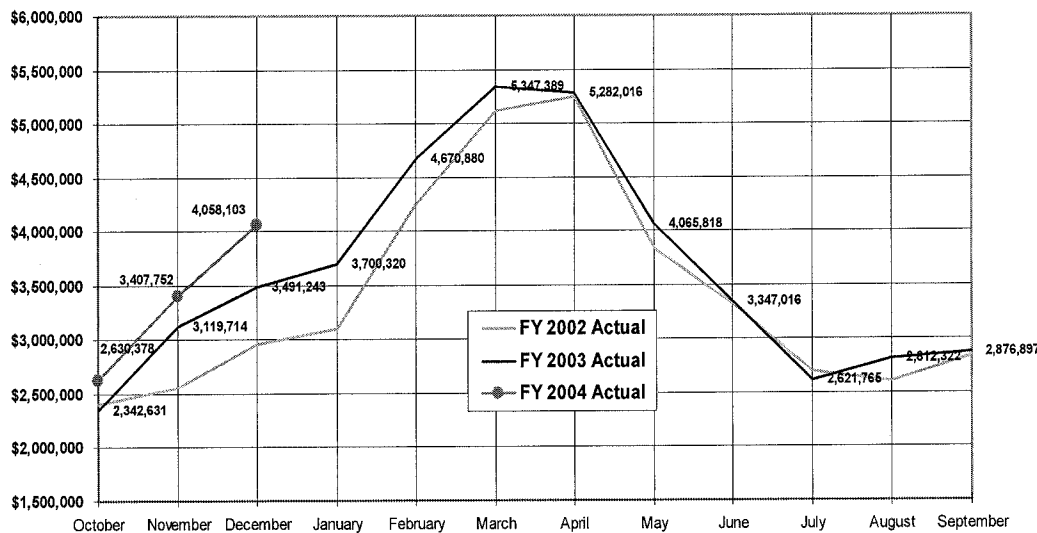
Goal Outcome identifier:
ES8-5

Food & Beverage Tax Revenues
(by collection month)



1. Includes TDT Surtax and Homeless & Spouse Abuse tax

Bed Tax Revenues
(by collection month)



1. Includes CDT, TDT, and Sports Tax

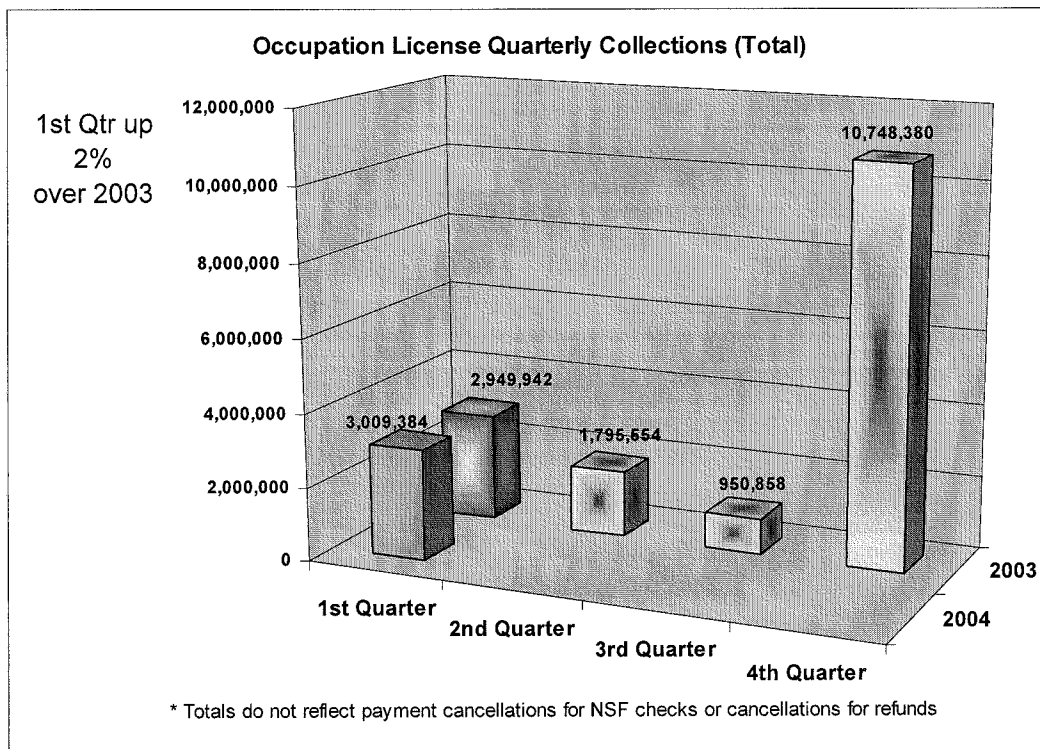
Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

Increase overall field collections for personal property, occupational license, and tourist taxes by 10%

Check all that apply



☐ Strategic Plan
☒ Business Plan
☐ Budgeted
Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

Goal Outcome identifier:
ES8-5

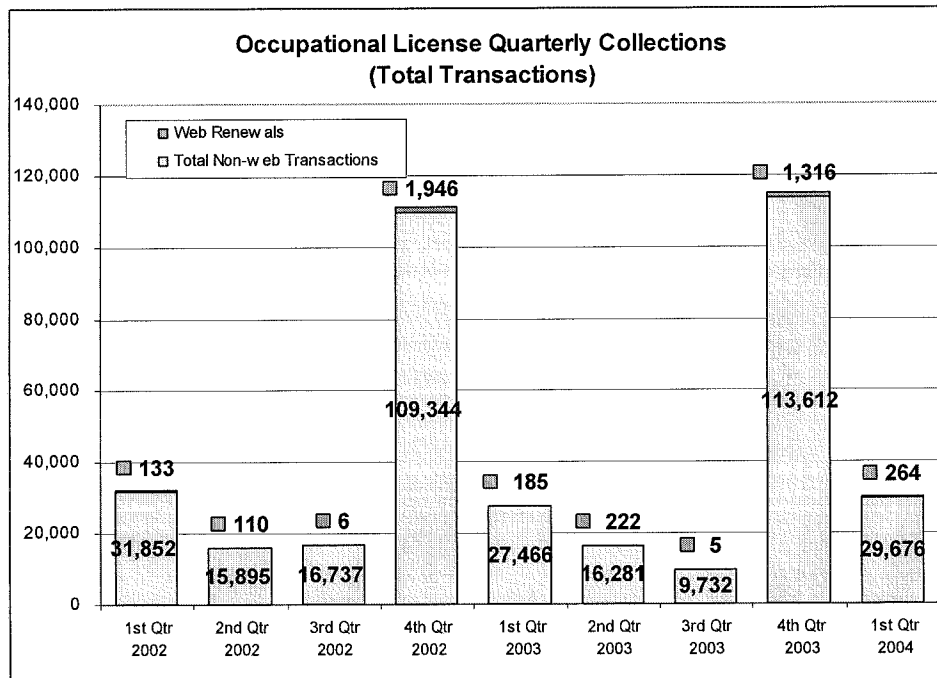
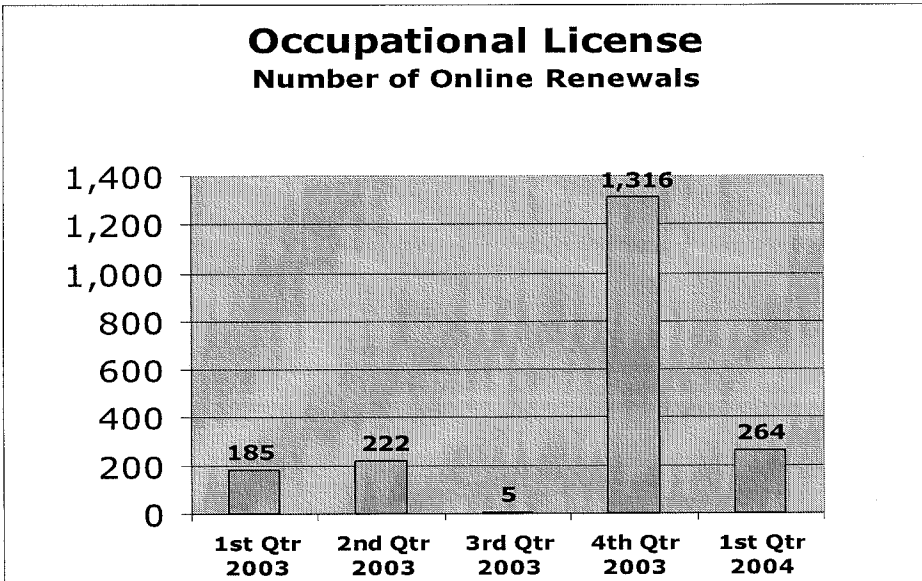
*OL Year runs from August to July

Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

Monitor, track and promote on-line services and payment activity for occupational license tax renewals and auto tag registration transactions



*Renewal process is seasonal based on OL year (August through July)

Check all that apply

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

Goal Outcome identifier:
ES8-5

Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

Complete an analysis and review of all field collection and enforcement activities and make recommendations for improvements and streamlining of current process. Consolidate field collection duties and/or coordination of field activities to better track and manage the process.

- Interviews were conducted to fill the position of Tax Collector Manager for the above Section. Position was offered and accepted with a start date of January 12, 2004.
- The newly created Section is comprised of Field Enforcement/ Collections Officers from the Occupational License Section and the Personal Property Section.
- Organizational structure, support staff, training and information technology solutions are still being evaluated for implementation.
- Partial implementation to be finalized during the 2nd Quarter of FY 2003-04.
- System reports are not available for this time period.

Check all that apply

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

Goal Outcome identifier:
ES8-5

Departmental Quarterly Performance Report

Department Name: Finance

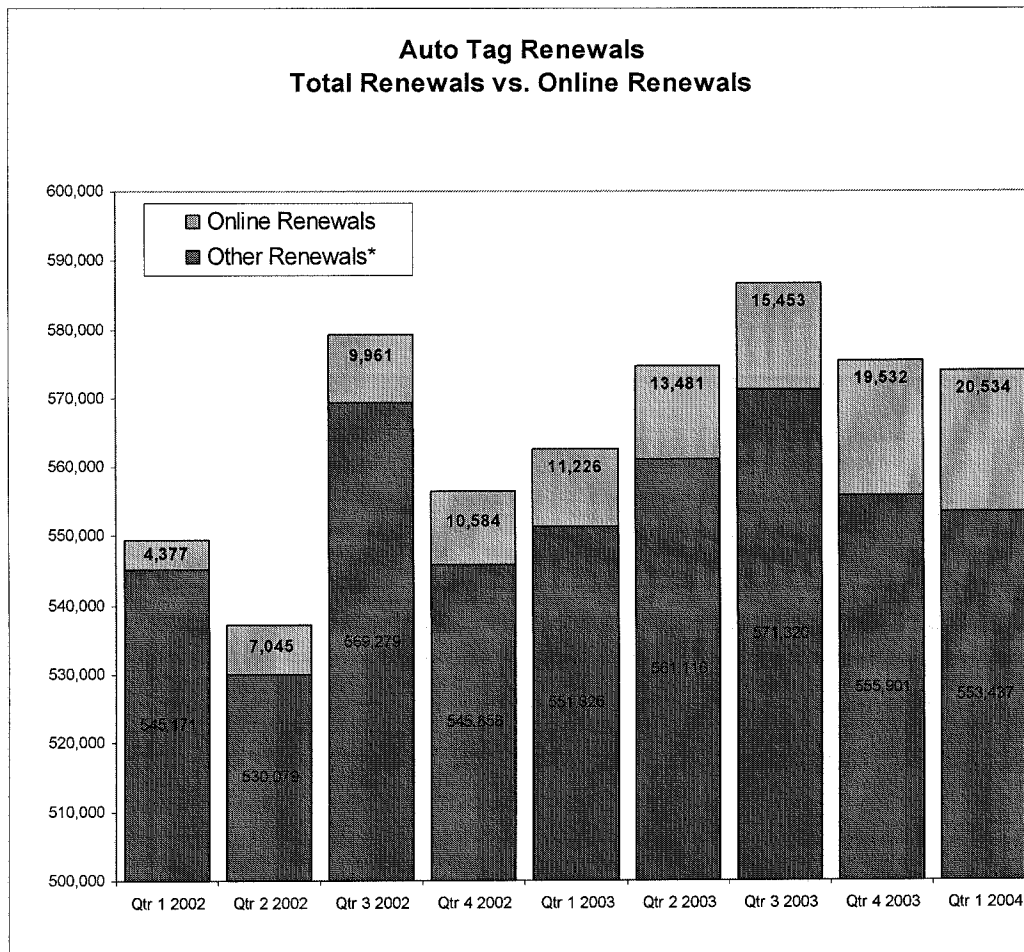
Reporting Period: FY 2003-04 1st Quarter

Monitor, track and promote on-line services and payment activity for occupational license tax renewals and auto tag registration transactions

Check all that apply

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

Goal Outcome identifier:
ES8-5



*Figures include renewal transactions conducted at all private tag agencies

Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	298	336	306	30						

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

- The positions of Tax Collector Manager (3), Administrative Officer 1 and 2, Paralegal Collection Specialist (2), Tax Record Supervisor 1, and Tax Record Clerk 2 (5) were interviewed and/or filled during the first quarter.

C. Turnover Issues

- The Finance Department is continuing to aggressively recruit and fill the 30 positions that were vacant at the end of the first quarter.

D. Skill/Hiring Issues

- During the first quarter, Three Tax Collector employees attended the Florida Tax Collectors Association Fall Conference in San Destin, FL. Five Tax Collector employees attended a Department of Revenue Collector Certification training held in Tallahassee.
- The Tax Collector's Office has submitted several reclassifications to the Employee Relations Department in order to better organize front line customer service staff and condense the number of classifications that exist on the current table of organization.

E. Part-time, Temporary and Seasonal Personnel

•

Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

F. Other Issues

- The 2003 tax bill has been redesigned and was mailed at the end of October. The new tax bill uses larger, more legible font and clearly displays the various Ad Valorem and non-Ad Valorem taxing authorities that are collected by the Tax Collector's Office.
- In order to better serve our customers during our payment period, the Tax Collector's Office rerouted all incoming tax bill related phone calls to the Team Metro Answer Center. The payment period extends from November to March, with the bulk of the phone calls taking place during the month of November. The newly redesigned 2003 tax bills with contact information directing customers to contact the Answer Center were mailed out at the end of October.
- The Tax Collector's Public Service section in room 101 was opened on schedule in the 1st Quarter of FY 2003-04. The Auto Tag and Ad Valorem sections are now two separate public service offices. This is providing a higher level of service to our tax paying customers, while better honing staff as subject matter experts in their respective areas.
- Due to the temporary space constraints caused by the construction, the Tax Collector's Office had instituted a compressed workweek pilot program on April 21st that allowed for Public Service personnel to work 10 hour days while extending public service hours from 8 a.m. to 6 p.m. In order to adequately staff both public service areas, the hours of operation were adjusted during the first quarter to 8 a.m. to 5 p.m. and the compressed workweek schedule has been discontinued.

Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

FINANCIAL SUMMARY

	PRIOR YEAR ACTUAL	Total Annual Budget	CURRENT FISCAL YEAR					
			1st Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
Carryover								
T/C Carryover	2,175	117	117	680	117	680	563	481%
Famis Carryover	554	-	-	794	-	794	794	0%
B/A Carryover	592	720	720	1,104	720	1,104	384	53%
C/M Carryover	17	17	17	51	17	51	34	200%
CC Carryover	484	423	423	1,276	423	1,276	853	202%
Other Rev								
Tax Collector	22,983	23,942	5,986	3,952	5,986	3,952	(2,034)	-34%
Famis/Adpics	735	340	85	-	85	-	(85)	-100%
Bond Admin	2,146	1,349	337	235	337	235	(102)	-30%
Cash Mgt	1,087	1,164	291	172	291	172	(119)	-41%
Credit and Collection	2,604	2,112	528	867	528	867	339	64%
Total	33,377	30,184	8,504	9,131	8,504	9,131	627	7%
Expense*								
Tax Collector	12,613	13,945	3,486	3,243	3,486	3,243	243	7%
Interfund Transfer		340	85	-	85	-	85	100%
Director	513	925	231	180	231	180	51	22%
Controller	3,853	4,349	1,087	1,177	1,087	1,177	(90)	-8%
COR Transfer	7,500	4,800	1,200	-	1,200	-	1,200	100%
Famis/Adpics	495	340	85	107	85	107	(22)	-26%
Bond Admin	1,635	1,769	442	190	442	190	252	57%
Cash Mgt	1,053	1,181	295	220	295	220	75	25%
Credit and Collection	1,812	2,535	634	414	634	414	220	17%
Total	29,474	30,184	7,546	5,531	7,546	5,531	2,015	34%

(All Dollars in Thousands)

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90+ days and those scheduled for write-off, if applicable)

* The Finance department is experiencing higher than budgeted attrition; expenses, reimbursements and transfers are not evenly distributed throughout the year

Departmental Quarterly Performance Report

Department Name: Finance

Reporting Period: FY 2003-04 1st Quarter

Equity in pooled cash (for proprietary funds only)

	Prior Year	Current Year		
	Year End	Month 1	Month 2	Month 3
<u>Fund/Subfund</u>				
GF 030/031				
031005	1,450	(179)	(546)	684
031004	1122	1,041	993	1,164
GF 050/053				
053006/056113	1029	1028	1028	922
053002	116	71	154	63
053003/4/7	1528	1,686	1,592	1,882
Total	5,245	3,647	3,221	4,715

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.



Date January 30, 2004

Signature
Rachel Baum
Department Director



Departmental Quarterly Performance Report

Department of Procurement Management

**Reporting Period:
FY 2003-2004
1st Quarter (Revised)
(October - December 2003)**

1. Performance Measures/Initiatives	Page 2
2. Personnel Status	Page 10
3. Financial Performance	Page 13
4. Department Director Review	Page 15

Departmental Quarterly Performance Report**Department Name:** Department of Procurement Management (DPM)**Reporting Period:** FY 2003-2004 - 1st Quarter - Revised**Goal**

ES3: Ensure the timely acquisition of "best value" goods and services while maintaining integrity and inclusion

Outcome

ES3-1: Streamlined and responsive procurement process

1. Performance Measure A:

Increase the number of current staff attending training and professional development events per year

Business Plan Proposal:

FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
N/A	303	333

Quarterly Report:

1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
127	N/A	N/A	N/A	127	42%

Training and attendance for the 1st quarter is as follows:

- Ethics 82 employees (90% of projection based upon 100% of 91 attendees)
- Specification Writing 42 employees (65% of projection based upon 100% of 65 attendees)
- Business Writing 1 employee (10 % of projection based upon 90% of 91 attendees)
- Other Training 2 employees

☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

2. Performance Measure B:

Comprehensive efficiency process improvements per year

Business Plan Proposal:

FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
8	8	8

Quarterly Report:

1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
3	N/A	N/A	N/A	3	38%

☐ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☒ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

Departmental Quarterly Performance Report**Department Name:** Department of Procurement Management (DPM)**Reporting Period:** FY 2003-2004 - 1st Quarter - Revised**Performance Measure B (cont):**Process improvements for the 1st Quarter:

- a. A streamlined process for RFP's under \$100,000
- b. e-Procurement
 - Automation of the e-Procurement Activity Report for reporting electronic bid announcements and notices to vendors
 - Security improvements on the Intranet to allow agents to process ITBs and RFPs simultaneously
 - Enhancement to minimize the number of errors made by vendors when providing their e-mail address at the time of vendor enrollment
- c. Enhancements to the Bid Tracking System (BTS) includes features to:
 - Identify, track and provide reports for contracts designated under the User Access Program
 - Identify and report bid waiver and sole source contracts that were selected to be competed
 - Identify and report vendors that submitted a Bid Bond at the time of bid opening
 - Track and report insurance gap history and vendor non-performance history by contract

3. Performance Measure C:

Percentage of bid announcements issued via e-mail

Business Plan Proposal:

FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
74%	76%	78%

Quarterly Report:

1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
78%	N/A	N/A	N/A	N/A	Exceeds projection by 2%

☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

Departmental Quarterly Performance Report

Department Name: Department of Procurement Management (DPM)

Reporting Period: FY 2003-2004 - 1st Quarter - Revised

4. Performance Measure D:

RFP processing time (in months) for contracts over \$1 million and under \$1 million

Business Plan Proposal:

	FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
Over \$1 million	10 ½ months	10 months	9 months
Under \$1 million	10 months	7 months	6 months

Quarterly Report:

	1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
Over \$1 million	5 months	N/A	N/A	N/A	5 months	Exceeded projection of 10 months by 50% (one contract)
Under \$1 million	7 months	N/A	N/A	N/A	7 months	Met projection of 7 months (two contracts)

☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

5. Performance Measure E:

Invitation to Bid (ITB) processing time (in months) for contracts over \$1 million and under \$1 million

Business Plan Proposal:

	FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
Over \$1 million	11 months	11 months	10 months
Under \$1 million	9 months	8 months	8 months

Quarterly Report:

	1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
Over \$1 million	■	N/A	N/A	N/A	N/A	N/A

☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

Departmental Quarterly Performance Report

Department Name: Department of Procurement Management (DPM)

Reporting Period: FY 2003-2004 - 1st Quarter - Revised

Quarterly Report (cont):

	1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
Under \$1 million	■	N/A	N/A	N/A	N/A	N/A

- Information not available for the first quarter. A tracking system is being developed to facilitate the reporting of this data. Information expected to be available for the 2nd quarter.

6. Performance Measure F:

Reduce percentage of contract extensions

Business Plan Proposal:

	FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
ITB Contracts	18%	15%	15%
Bid Waiver/ Sole Source Contracts	27%	15%	15%

Quarterly Report:

	1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
ITB Contracts	18%	N/A	N/A	N/A	18%	1 st quarter is consistent with FY 02- 03 and 3% below projection
Bid Waiver/Sole Source Contracts	27%	N/A	N/A	N/A	27%	1 st quarter is consistent with FY 02- 03 and 12% below projection.

- ☐ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

Departmental Quarterly Performance Report**Department Name:** Department of Procurement Management (DPM)**Reporting Period:** FY 2003-2004 - 1st Quarter - Revised**7. Performance Measure G:**

Reduce the number of successful Bid Protests

Business Plan Proposal:

	FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
RFP Protests	1	1	1
Bid Protests	1	1	1

Quarterly Report:

	1st Quarter FY 03-04	2nd Quarter FY 03-04	3rd Quarter FY 03-04	4th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
Bid Protests	3	N/A	N/A	N/A	3	N/A
RFP Protests	0	N/A	N/A	N/A	0	N/A

RFPs: 3 contracts were awarded / 0 Protests

Bids: 65 contracts / 3 Bid Protests / 1 pending decision

☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

Departmental Quarterly Performance Report**Department Name:** Department of Procurement Management (DPM)**Reporting Period:** FY 2003-2004 - 1st Quarter - Revised**Goal**

ES3 Ensure the timely acquisition of "best value" goods and services while maintaining integrity and inclusion

Outcome**Outcome: ES3-2** Full and open competition**Outcome: ES3-3** Best-value goods and services (price, quality, terms and conditions)**8. Performance Measure A:**

Workshops/meetings for vendors and potential vendors per year

Business Plan Proposal:

FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
24	24	24

Quarterly Report:

1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
4	N/A	N/A	N/A	4	17% of projection. ■

- One bid workshop cancelled due to the Veteran's Day holiday
One RFP workshop cancelled due to the FTAA

☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

9. Performance Measure B:

Roundtable discussions per year

Business Plan Proposal:

FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
14	19	21

Quarterly Report:

1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
19	N/A	N/A	N/A	19	100%

Met goal in the 1st quarter

☐ Strategic Plan
☐ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☒ ECC Project
☒ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

Departmental Quarterly Performance Report**Department Name:** Department of Procurement Management (DPM)**Reporting Period:** FY 2003-2004 - 1st Quarter - Revised**Quarterly Report (cont.):**

- Four roundtable discussions were conducted by the Bids & Contracts Division.
- Fifteen roundtable discussions were conducted by the Technical Services Division (ADPICS and IT Unit)

10. Performance Measure C:

Contract savings to Miami-Dade County per year (over the contract and OTR years)

Business Plan Proposal:

FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
\$28.6 million	\$15 million	\$15 million

Quarterly Report:

1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
\$7,059,171	N/A	N/A	N/A	\$989,491	47%

- IT Unit: \$919,140 (Enterprise Operations Systems Software)
- Bids & Contracts: \$6,072,509 (Metrorail / Metromover landscaping \$4,942,050), (Sodium Polyphosphate \$1,127,630), (Furnish and Install Chemical Pumping System for Metrorail Train Wash Equipment - \$829), (Furnish and Deliver Upgraded Alstom Regutron for WASD - \$2,000)
- RFP Unit: \$67,522 (Actuarial Services - \$30,000), (Purchase of Refrigerator and Carts \$37,522)

☒ Strategic Plan
☒ Business Plan
☒ Budgeted Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

Departmental Quarterly Performance Report**Department Name:** Department of Procurement Management (DPM)**Reporting Period:** FY 2003-2004 - 1st Quarter - Revised**11. Performance Measure D:**

Percentage of bid waiver and sole source contracts competed

Performance Measure D (cont):**Business Plan Proposal:**

FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
N/A	25%	25%

Quarterly Report:

1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
<input checked="" type="checkbox"/>	N/A	N/A	N/A	N/A	N/A

- ☒ The process of competing bid waiver and sole source contracts in the Competitive Acquisition Unit began in the 2nd quarter.

☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

12. Performance Measure E:

Number of outreach events attended per year

Business Plan Proposal:

FY 02-03 Actual	FY 03-04 Projection	FY 04-05 Projection
258	258	258

Quarterly Report:

1 st Quarter FY 03-04	2 nd Quarter FY 03-04	3 rd Quarter FY 03-04	4 th Quarter FY 03-04	FY 03-04 Total to Date	Percentage of Projection
28	N/A	N/A	N/A	28	11%

- ☒ The number of outreach events attended is below projections as the Outreach Coordinator was injured and unable to maintain a full schedule.

☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)

Departmental Quarterly Performance Report**Department Name:** Department of Procurement Management (DPM)**Reporting Period:** FY 2003-2004 - 1st Quarter - Revised**Personnel Summary:****A. Filled/Vacancy Report**

FILLED AS OF SEPTEMBER 30 TH OF PRIOR YEAR	CURRENT YEAR BUDGET	ACTUAL NUMBER OF FILLED AND VACANT POSITIONS AT THE END OF EACH QUARTER							
		QUARTER 1		QUARTER 2		QUARTER 3		QUARTER 4	
		FILLED	VACANT	FILLED	VACANT	FILLED	VACANT	FILLED	VACANT
89	102	92	10						

B. Key Vacancies

Position	Division	Previous Incumbent	Status
Clerk 3	Bids & Contracts		Pending Position Est.
Sr. Procurement Agent (Public Works)	Bids & Contracts		Resumes being reviewed
Sr. Procurement Agent (Team 4)	Bids & Contracts	Malcolm Clark	Resumes being reviewed
Sr. Procurement Agent (Team 4)	Bids & Contracts	Overage	Resumes being reviewed
Sr. Procurement Agent (Team 2)	Bids & Contracts	Vivian Sotolongo	Resumes being reviewed
Procurement Technician (Team 1)	Bids & Contracts	Ana Rioseco	Interviews Held
Sr. Procurement Agent (IT)	Tech Services Division	Overage	Resumes being reviewed

Departmental Quarterly Performance Report**Department Name:** Department of Procurement Management (DPM)**Reporting Period:** FY 2003-2004 - 1st Quarter - Revised**B. Key Vacancies (cont)**

Position	Division	Previous Incumbent	Status
Procurement Agent (Team 2)	Bids & Contracts	Herman Ramsey	Resumes being reviewed
Procurement Technician (Vendor Assistance)	Administrative Division	Dakota Thompson	Ad ran on 5/25/03
Procurement Contracting Officer (RFP Unit)	SAP Division	J. Carlos Plasencia	Ad ran on 12/15/03
Sr. Systems Analyst/Programmer	Tech Services Division	In-station from ETSD	Shazard Mohammed hired effective 2/2/04
Systems Analyst/Programmer 2	Tech Services Division	In-station from ETSD	Offer extended

C. Turnover Issues:***Senior Procurement Agent:***

There are currently five (5) vacancies. One (1) vacancy is the result of a retirement and one (1) resulted from a voluntary demotion. A high vacancy rate has been experienced in this classification due to the low salary range and the department's inability to find qualified applicants willing to accept the salary level. Following extensive recruitments, three (3) of the vacancies are expected to be filled during the 2nd quarter of FY 2003-04. However, budgetary constraints will prevent the department from immediately filling the remaining vacancies.

D. Skill/Hiring Issues:***Senior Procurement Agent and Procurement Contracting Officer:***

There is an evident disparity in the salary ranges for the Senior Procurement Agent and Procurement Contracting Officer positions. After considering similar classifications in both the private and public sector, DPM has noticed in our recent recruitments that the respective current salaries in place for the Sr. Procurement Agent and Procurement Contracting Officer positions are hindering the qualified applicant pool being considered for these vacancies. This concern is also noted in the Procurement Supervisor, Procurement Agent and Procurement Technician classifications. Revised job descriptions have been submitted to the Employee Relations Department for the review of these classifications for proper compensation and minimum qualifications. The results of this review will be presented during the 2nd quarter.

Departmental Quarterly Performance Report**Department Name:** Department of Procurement Management (DPM)**Reporting Period:** FY 2003-2004 - 1st Quarter - Revised

E. Part-time, Temporary and Seasonal Personnel (Not Applicable)

DPM has no Part-time, temporary or seasonal County personnel. Three temporary agency employees were employed during the 1st quarter.

NO.	CLASSIFICATION	DIVISION / UNIT
1	Administrative Officer	Technical Services Division
2	Clerk 3	Vendor Assistance Unit

F. Other Issues

N/A

Departmental Quarterly Performance Report
 Department Name: Department of Procurement Management (DPM)
 Reporting Period: FY 2003-2004 - 1st Quarter - Revised

Financial Summary: Department of Procurement Management

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget (a)	1st Quarter		Year-to-date			% of Annual Budget
			Budget (b)	Actual (c)	Budget	Actual	\$ Variance (d)	
Revenues								
Proprietary Revenue	156	1,811	453	12	453	12	(441)	0.66%
CICC Transfer	223							
Capital Working Fund	503	118	30		30		(30)	
GF Transfer	6,223	5,418	1,355		1,355		(1,355)	
Capital Outlay		325	81		81		(81)	
Carryover	48							
Total	7,153	7,672	1,918	12	1,918	12	(1,906)	
Expense *								
DPM	5,791	6,742	1,686	1,569	1,686	1,569	116	23.28%
ADPICS	1,020	930	233	146	233	146	87	15.65%
CICC	223							
Total	7,034	7,672	1,918	1,715	1,918	1,715	203	

* Expenditures are reported by activity as contained in budget

Equity in pooled cash (for proprietary funds only)

Fund/ Sub fund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

64

Departmental Quarterly Performance Report

Department Name: Department of Procurement Management (DPM)

Reporting Period: FY 2003-2004 - 1st Quarter - Revised

Financial Notes:

- (a) Capital Outlay Reserve of \$ 325,000 is for ADPICS.
- (b) 1st Quarter Budget reflects 1/4 of total budget amounts.
- (c) Actual User Access Program (UAP) revenue is expected to increase in future quarters when the ADPICS upgrade is completed to automatically deduct the fee from the vendor's invoice. Projected User Access Program enhancements are anticipated in February 2004.
- (d) Proprietary revenue variance due to reduction in surcharge revenue as explained under note c. The Capital Working Fund variance is due to funds to be transferred at the end of the fiscal year. The General Fund variance is due to the pending transfer of funds which will take place at the end of the year for DPM operations.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses, except as noted below:

Notes and Issues:

- **User Access Program:** First and second year projections for UAP revenue may fall short despite most aggressive implementations efforts... due to incremental phase in and certain "off limit" fund sources (e.g. Miami-Dade Aviation Department and Law Enforcement Trust Fund). Any shortfall will represent a serious limiting factor to adequate DPM staffing to meet customer demands and the operating requirements of the user departments.
- **Staffing:** Serious staffing deficits exist resulting from budget limitations based on UAP dependency in first year of program implementation and growing increase in customer demands and number of actions managed (staff responsible for 1600 actions daily- current staff complement is 92) by DPM.
- **Automation/e-Procurement:** Funding is required to continue internal automation and web-enabled projects for improved customer service and internal efficiencies to maximize staff resources and improve quality and timeliness of products/services delivered.
- **Classification Review:** Pending review of all procurement operations positions by the Employee Relations Department will result in the need for a mid-year adjustment.

Departmental Quarterly Performance Report**Department Name:** Department of Procurement Management (DPM)**Reporting Period:** FY 2003-2004 - 1st Quarter - Revised

Department Director Review

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature

Theodore G. Lucas, Department Director

Date



Departmental Quarterly Performance Report

Department Name: PROPERTY APPRAISAL

**Reporting Period:
Fiscal Year 2003 – 2004
1st Quarter**

I. Performance Initiatives	Page 2
II. Personnel Status	Page 5
III. Financial Performance	Page 6
IV. Department Director Review	Page 7

Departmental Quarterly Performance Report

Department Name: Property Appraisal

Reporting Period: 2003-04 1st Quarter

MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

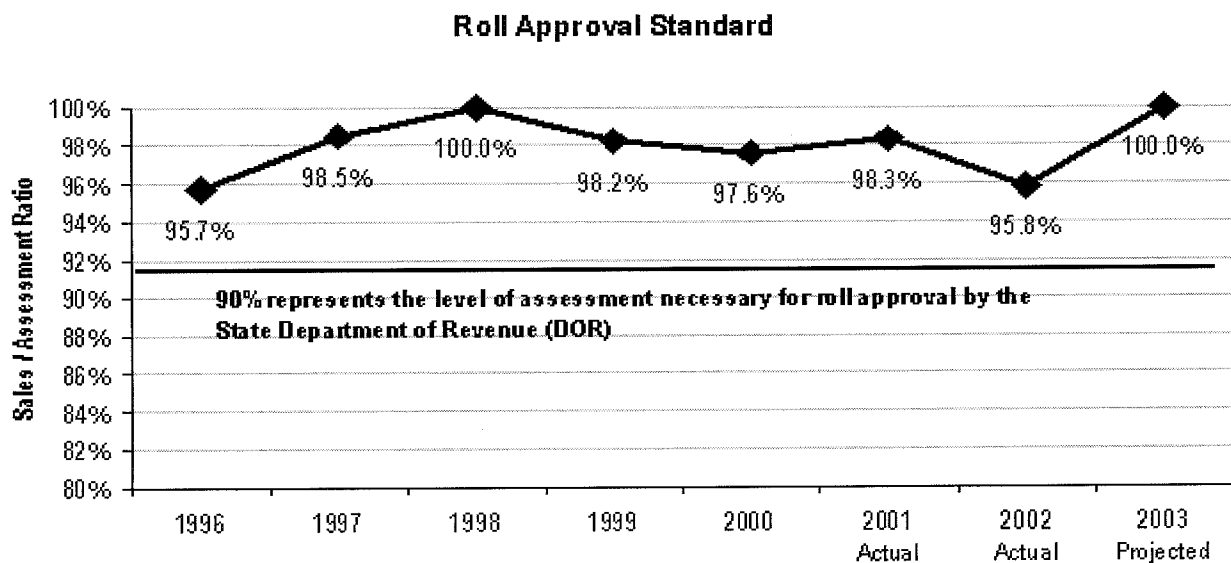
Check all that apply

County Mgr. Priority (Circle One): *People* *Service* *Technology* *(Fiscal Responsibility)*

Submission of certified tax roll by July 1 to the State of Florida Department of Revenue (DOR) for approval.

- Complete the Real Estate assessment work cycle by June 15 and ensure that the roll meets each of the Real Estate sales strata standards mandated by DOR.
- Complete the Personal Property Assessment work cycle by June 15.
- Complete the personal and institutional exemption intake and processing cycle by June 15.

☒ *Strategic Plan*
☒ *Business Plan*
☒ *Budgeted Priorities*
☐ *Customer Service*
☐ *ECC Project*
☐ *Workforce Dev.*
☐ *Audit Response*
☐ *Other* _____
(Describe)



The level of assessment for 2003 roll will be updated in the 2nd quarterly report.

County Mgr. Priority (Circle One): *People* *(Service)* *Technology* *Fiscal Responsibility*

Enhance the Property Appraisal website to ensure quality customer service.

- Develop a Personal Property Website with similar functions as the Real Estate Website.
- Develop an on-line (e-Application) for the exemption process (see EMS initiative)
- *Both initiatives are awaiting implementation of the Computerized Assisted Mass Appraisal (CAMA) system.*

☒ *Strategic Plan*
☒ *Business Plan*
☒ *Budgeted Priorities*
☒ *Customer Service*
☒ *ECC Project*
☐ *Workforce Dev.*
☐ *Audit Response*
☐ *Other* _____
(Describe)

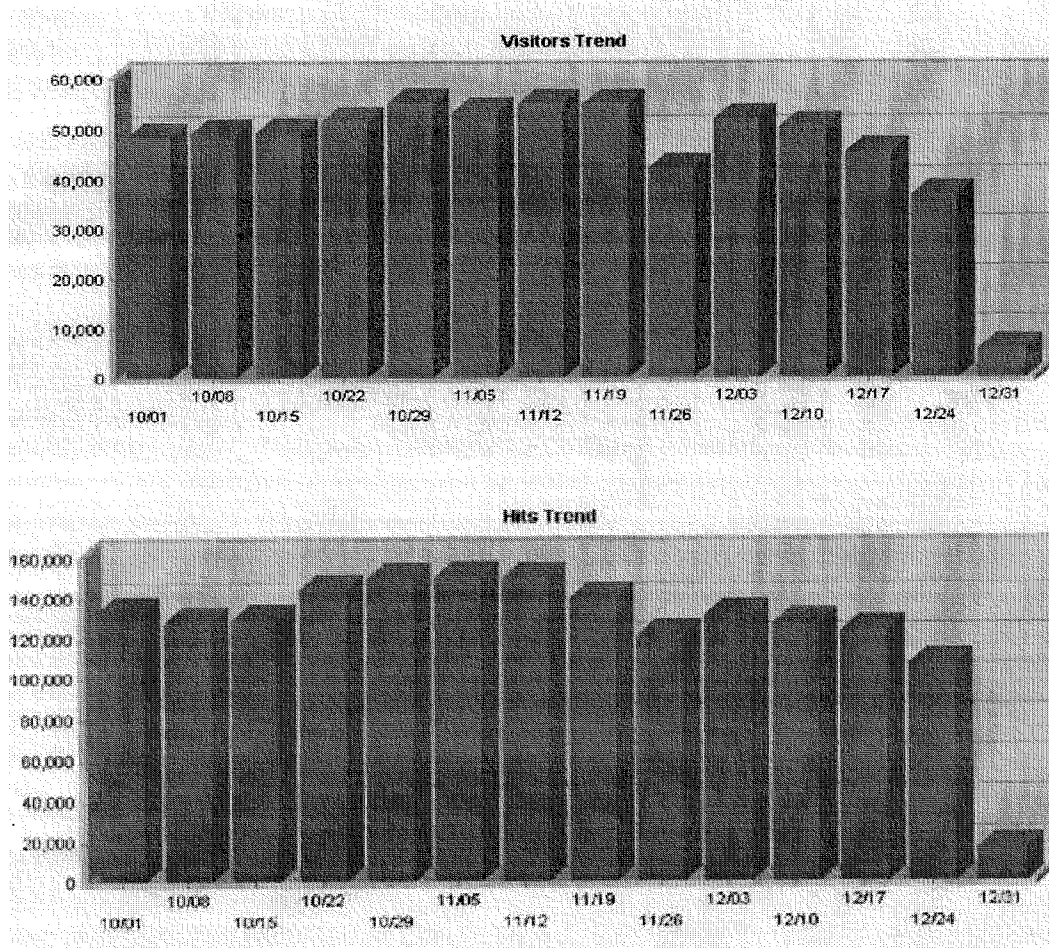
Departmental Quarterly Performance Report

Department Name: Property Appraisal

Reporting Period: 2003-04 1st Quarter

Property Appraisal Department WEBTRENDS Report

www – PA (InterNet)		
1 st Quarter Report		
Cumulative statistics		
10/01/2003- 12/31/2003		
Hits	Entire Site (Successful)	1,750,874
	Average Per Day	19,031
	Home Page	N/A
Page Views	Page Views (Impressions)	1,652,341
	Average Per Day	17,960
	Document Views	N/A
Visitor Sessions	Visitor Sessions	651,475
	Average Per Day	7,081
	Average Visitor Session Length	0:07:33
	International Visitor Sessions	3.40%
	Visitor Sessions of Unknown Origin	3.81%
	Visitor Sessions from United States	79%
Visitors	Unique Visitors	282,163
	Visitors Who Visited Once	217,011
	Visitors Who Visited More Than Once	65,152



Departmental Quarterly Performance Report

Department Name: Property Appraisal

Reporting Period: 2003-04 1st Quarter

<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <u><i>(Technology)</i></u> <i>Fiscal Responsibility</i></p> <p>Computer Aided Mass Appraisal (CAMA) system to improve the Department's Real Estate daily business transactions and database processes. The Selection committee received approval of their vendor choice from the County Manager's Office.</p> <ul style="list-style-type: none"> <i>The Department and Vendor are in negotiation on the revised contract.</i> 	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input checked="" type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i></p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <u><i>(Technology)</i></u> <i>Fiscal Responsibility</i></p> <p>Electronic Document Management Services (EDMS) unit developed in the Information Services Division. The main function of the unit will be to ensure the timely exchange of Value Adjustment Board Hearing information according to the Florida Statutes. The secondary function will be to identify and apply the EDMS process to existing documentation within the Department.</p> <ul style="list-style-type: none"> <i>Development of web-based EDMS project productivity tracking application.</i> <i>Development of a schedule and prioritizing the documents to be scanned.</i> <i>Scanned the Exemption Applications for 2003 roll year, plan to scanned applications from year 1992 forward. Scanned Personal Property Returns and Field Sheets for 2003 roll.</i> 	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input checked="" type="checkbox"/> <i>Budgeted Priorities</i> <i>x</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i></p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <u><i>(Technology)</i></u> <i>Fiscal Responsibility</i></p> <p>Digital Camera project is a proposal to research, test and implement digital cameras as a replacement for the existing Polaroid Instant Cameras; ability to integrate with CAMA; and reduce the annual expenditure on film. The pilot study has been completed and deemed successful. The Department has purchased Cameras and assigned them to the staff to be used in the field for the 2004 assessment roll. <i>This project is now part of the field appraisal cycle.</i></p>	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input checked="" type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input checked="" type="checkbox"/> <i>Workforce Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i></p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Implementation of the electronic transfer of key documentation from the Clerk of the Courts.</p> <p><i>The application came on line in August of 2003. Clerks in the PA Real Estate Division were trained and assigned to entry and verification of deeds. Presently working on the backlog incurred by implementation process.</i></p>	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input checked="" type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i></p>
<p>County Mgr. Priority (Circle One): <i>People</i> <u><i>(Service)</i></u> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Development of a consolidated Personal Property Cut-Out database to reduce the initial response "to taxpayers' request for correction" from the current 60 to 90 days to 45 to 60 days.</p> <ul style="list-style-type: none"> <i>The priority of implementing this initiative has been postponed, awaiting the implementation of CAMA, which may have this functionality.</i> 	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input checked="" type="checkbox"/> <i>Budgeted Priorities</i> <input checked="" type="checkbox"/> <i>Customer Service</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i></p>

Departmental Quarterly Performance Report

Department Name: Property Appraisal

Reporting Period: 2003-04 1st Quarter

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	239	257	240	17						

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies:

- Twelve Property Appraisal Clerks and one Real Estate Change Clerk needed for the processing of data for the tax roll.
- One Income Specialists; positions needed for the Alternate Level of Assessment study and defending assessment values at the Value Adjustment Board.
- One Real Estate Evaluator 2 authorized for the Homestead Exemption Investigation Unit.

C. Turnover Issues:

None at this time

D. Skill/Hiring Issues

Lack of qualified White Females applying for open positions.

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

Used Temporary personnel in the Homestead Exemption Division to enable the Department to man the satellite locations required for the exemption application-filing period.

F. Other Issues

A skilled computer technician needed in the Information Services Division to assist in maintaining the over 200 personal computers and peripheral equipment we now have in the Department.

Departmental Quarterly Performance Report

Department Name: Property Appraisal

Reporting Period: 2003-04 1st Quarter

FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	Total Annual Budget	CURRENT FISCAL YEAR					
			Quarter 1		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
General Fund	17,800	16,145	4,036	4,041	16,145	4,041	5	25%
Reimbursement	-2,568							
Budget Adjustment								
♦								
Total	15,232	16,145	4,036	4,041	16,145	4,041	5	25%
Expense*								
Personnel	13,188	14,606	3,652	3,981	14,606	3,981	329	27%
Operating	1,542	1,454	363	60	1,454	60	-303	4%
Capital	502	85	21	0	85	0	-21	0
Total	15,232	16,145	4,036	4,041	16,145	4,041	5	25%

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

Comments:

(Explain variances discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

Departmental Quarterly Performance Report

Department Name: Property Appraisal

Reporting Period: 2003-04 1st Quarter

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception, which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date _____



Departmental Quarterly Performance Report

Office of Agenda Coordination

Reporting Period:

FY 03/04

1st Quarter

I. Performance Initiatives	Page 2
II. Personnel Status	Page 3
III. Financial Performance	Page 4
IV. Department Director Review	Page 5

Departmental Quarterly Performance Report
Department Name: Office of Agenda Coordination
Reporting Period: FY 03/04 1st Quarter

MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

Check all that apply

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

Goal ES9: Deliver on promises and be accountable for performances.

Objective(s)

- Continue to streamline the agenda process.
- Purchase new computers in order for staff to utilize the latest version of Legistar.
- Standardize the agenda process.

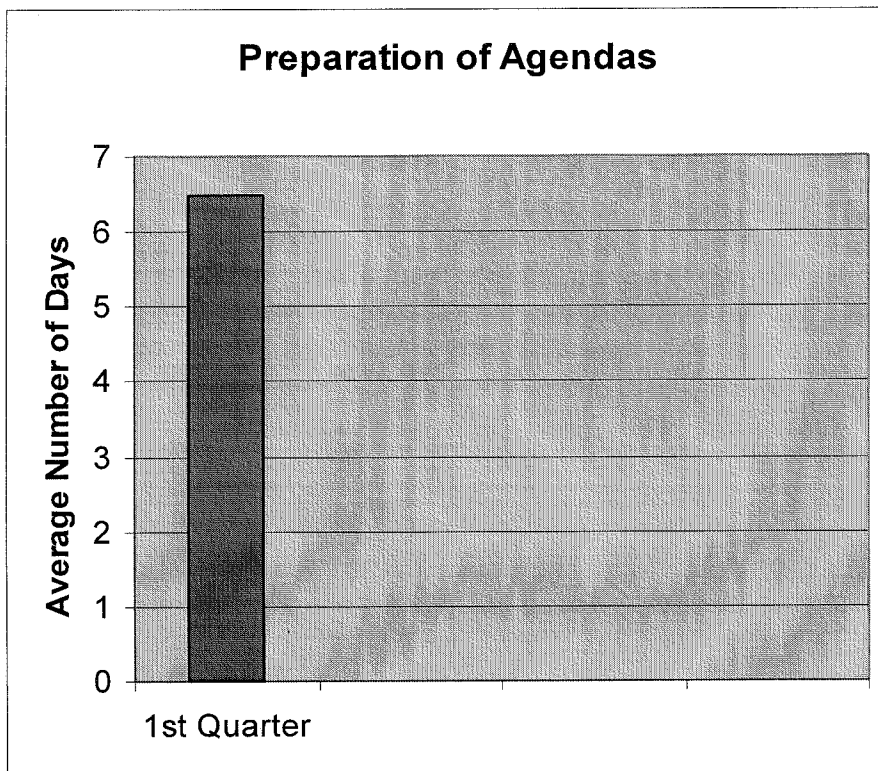
Performance Measure(s)

- Continue to developed preliminary agendas within seven days of preparing draft agendas.

Comment(s)

- We purchased 10 new computers that enabled us to run the enhanced Legistar. The wait time to generate an agenda in the previous version of Legistar was approximately twenty to forty-five minutes. The enhanced Legistar program and new computers have reduced this time significantly.

☒ Strategic Plan
☒ Business Plan
☒ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
(Describe)



Departmental Quarterly Performance Report

Department Name: Office of Agenda Coordination

Reporting Period: FY 03/04 1st Quarter

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

Goal ES1: Deliver quality customer service to our customers

Objective(s)

- Increase the availability of information regarding the agenda process.
- Develop a customer satisfaction survey to rate the service we are providing.

Performance Measure(s)

- Achieve an average score of four out of a possible five in overall customer satisfaction.

Comment(s)

- We will contact OPI in the second quarter to examine the possibility of them designing and conducting a survey measuring customer satisfaction.
- The early feedback regarding posting agendas and agenda items on the website has been mostly positive.

☒ Strategic Plan
☒ Business Plan
☒ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other
(Describe)

Departmental Quarterly Performance Report
Department Name: Office of Agenda Coordination
Reporting Period: FY 03/04 1st Quarter

Personnel Summary

A. Filled/Vacancy Report

Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
	Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
10	10	0	TBD	TBD	TBD	TBD	TBD	TBD

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies *None*

C. Turnover Issues *None*

D. Skill/Hiring Issues *None*

E. Part-time, Temporary and Seasonal Personnel *None*
(Including the number of temporaries long-term with the Department)

F. Other Issues *None*

Departmental Quarterly Performance Report
Department Name: Office of Agenda Coordination
Reporting Period: FY 03/04 1st Quarter

FINANCIAL SUMMARY

(All Dollars in Thousands)

	Actual	Annual Budget	Budget	Actual	Budget	Actual	\$ Variance	Annual Budget
Revenues	\$1,079,000	\$938,000	\$234,500	\$234,500	\$938,000	\$234,500	703,500	25%
♦								
♦								
♦								
♦								
Total	\$1,079,000	\$938,000	\$234,500	\$234,500	\$938,000	\$234,500	703,500	25%
Expense*								
								18%
Personnel	\$789,723	\$822,700	\$205,675	\$151,318	\$822,700	\$151,318	671,382	
Operating	\$277,338	\$105,300	\$26,325	\$3,480	\$105,300	\$3,480	101,820	3%
Capital	\$11,939	\$10,000	\$2,500	\$17,407	\$10,000	\$17,407	(7,407)	174%
Total	\$1,079,000	\$938,000	\$234,500	\$172,205	\$938,000	\$172,205	765,795	18%

Note: Capital Expenditures in the first quarter reflect the purchase of 10 new computers

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

Comments:

Departmental Quarterly Performance Report
Department Name: Office of Agenda Coordination
Reporting Period: FY 03/04 1st Quarter

STATEMENT OF PROJECTION AND OUTLOOK

The Office of Agenda Coordination plans to continue to utilize technology to improve the agenda process. We also look forward to developing a training program that will train departments on how to prepare agenda items as part of our efforts to develop more standardized criteria for how legislative matters are processed.

In addition, we anticipated that we would realize savings in the area of printing costs as part of posting agendas and associated items to the Intranet and Internet. However, based on the latest cost estimate, it may be very difficult for this office to achieve the level of printing savings projected in the FY 2003-04 Budget. The printing and overtime savings would have been the result of significantly reducing the number of agenda kits produced and delivered. However, our attempts to reduce this number have been met with increased requests for additional kits.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date _____



Departmental Quarterly Performance Report

OFFICE OF FAIR EMPLOYMENT PRACTICES

**FY 03-04
Quarter 1**

I. Performance Initiatives	Page 2
II. Personnel Status	Page 4
III. Financial Performance	Page 5
IV. Department Director Review	Page 6

Departmental Quarterly Performance Report
Department Name: Office of Fair Employment Practices
Reporting Period: Quarter 2

MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

Check all that apply

<p>Develop training opportunities that provide employees and managers with the competencies that result in increased proficiencies, including a Countywide training approach.</p>	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i></p>
<p>Develop systematic approach to improving employee satisfaction including, monitoring across diverse groups and classifications, and developing corrective action plans for improving the work environment and employee support climate.</p>	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i></p>
<p>Resolve employee and/or applicant complaints.</p>	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input checked="" type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i></p>

Departmental Quarterly Performance Report
Department Name: Office of Fair Employment Practices
Reporting Period: Quarter 2

Monitoring/reporting to ensure compliance (fair employment practices). County workforce utilization of all race/ethnic groups in relationship to Miami-Dade County labor market statistics.	<input checked="" type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i>
Work with local educational institutions, community groups, etc. to maximize diversity of applicant pools	<input checked="" type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input checked="" type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i>
	<input type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i>
	<input type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i>
	<input type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i>

Departmental Quarterly Performance Report
Department Name: Office of Fair Employment Practices
Reporting Period: Quarter 2

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
			5	1		*				

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

OFEP has begun the process of filling its vacant position, FEP Administrative Specialist.

C. Turnover Issues

N/A

D. Skill/Hiring Issues

N/A

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

N/A

F. Other Issues

N/A

Departmental Quarterly Performance Report
Department Name: Office of Fair Employment Practices
Reporting Period: Quarter 2

FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR 02-03 Actual	CURRENT FISCAL YEAR						
		03-04 Total Annual Budget	Quarter 1		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
♦	General Funds	General Funds	542,000	542,000	542,000	145,045		
♦								
♦								
♦								
Total	591,000	542,000	542,000	542,000	542,000	145,045		
Expense*								
Personnel	587,000	538,000	134,500	142,809	134,500	142,809		
Operating	4,000	4,000	1,000	2,236	1,000	2,236	-1,136	
Capital								
Total	591,000	542,000	135,500	145,045	135,500	145,045	-9,545	26.8%

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

84

Departmental Quarterly Performance Report
Department Name: Office of Fair Employment Practices
Reporting Period: Quarter 2

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

Present funding hinders this Department's ability to undertake its Performance objectives.

1. Developing training opportunities that provide employees and managers with the competencies that result in increased proficiencies, including a Countywide training approach.
2. Developing a systematic approach to improving employee satisfaction including, monitoring across diverse groups and classifications, and developing corrective action plans for improving the work environment and employee support climate.

85

Departmental Quarterly Performance Report
Department Name: Office of Fair Employment Practices
Reporting Period: Quarter 2

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date _____



Departmental Quarterly Performance Report

Office of Strategic Business Management

**FY 2003-04
First Quarter**

I. Performance Initiatives	Page 2
II. Personnel Status	Page 11
III. Financial Performance	Page 12
IV. Department Director Review	Page 14

Departmental Quarterly Performance Report
Department Name: Office of Management and Budget
Reporting Period: First Quarter (October – December 2003)

MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

Check all that apply

Goal ES1: Enable County departments and their service partners to deliver quality customer service.

ES1-1 Conveniently accessed and easy-to-use services

ES1-3 Unity of County service delivery

ES1-4 Satisfied Customers

Department Performance Objective (*performance measure in italics*):

- Maintaining 50 percent of departments "secret shopped" in FY 2003-04
- Ensure 2 months to issue departmental reports after annual shopping period is completed
- Complete 1 enabling strategic customer satisfaction surveys in FY 2003-04
- Ensure 100 percent of departments, ACMs and elected leaders having received detailed information regarding 2003 resident satisfaction survey
- Complete 1 County resident satisfaction survey per year

Performance Status:

- 50% of County departments shopped during FY 2003-04

Comment(s):

- Rolled out survey results to all ACMs and Department Directors at October 3rd, 2003 Results-Oriented government meeting
- Conducted follow-up sessions with various commissioners, ACMs and Department Directors
- Distributed high-level survey results to the BCC via memo
- Shopping schedule to be completed and results reported by the 2 months after closing FY 2003-04

ES1-1 Strategic Plan

☒ Business Plan

☐ Budgeted Priorities

☐ Customer Service

☐ ECC Project

☐ Workforce Dev.

☐ Audit Response

☐ Other

(Describe)

Departmental Quarterly Performance Report
Department Name: Office of Management and Budget
Reporting Period: First Quarter (October – December 2003)

<p>Goal ES8: Ensure the financial viability of the County through sound financial management practices</p> <p>ES8-2: Planned necessary resources to meet current and future operating and capital needs.</p> <p><u>Department Performance Objective (<i>performance measure in italics</i>):</u></p> <ul style="list-style-type: none"> • Increase Emergency Contingency Reserve Fund to \$11 million by year-end • Achieve average GFOA Scores for the prior year proposed budget between 3.1 and 3.5 out of 4. <p><u>Performance Status:</u></p> <ul style="list-style-type: none"> • Emergency Contingency Reserve Fund as of the end of 1st Quarter is \$5,737,851 • GFOA Scores for budget: <ul style="list-style-type: none"> • As a policy document 3 • As a financial plan 3 • As an operational guide 3 • As a communication device 3 <p><u>Comment(s):</u></p> <ul style="list-style-type: none"> • Final/Adopted budget was released on December 22, 2003 • The Five-Year Financial Plan was changed to be a part of the final Business Plan and Adopted Budget. Inclusion of the relevant components I on schedule was included as part of the document • Staff is working with County Manager's Office and CICC, and has participated in General Obligation Bond (GOB) work plan presented to the BCC • Staff worked with the Finance department on preparation of financing to take place in the fourth quarter and the next fiscal year (IT projects, Answer Center, Golf Club of Miami) 	<p>ES8-2 Strategic Plan</p> <p><u>X</u> Business Plan</p> <p>___ Budgeted Priorities</p> <p>___ Customer Service</p> <p>___ ECC Project</p> <p>___ Workforce Dev.</p> <p>___ Audit Response</p> <p>___ Other _____</p> <p>(Describe)</p>
<p>Goal ES9: Deliver on promises and be accountable for performance</p> <p>ES9-4: Accountability to the public at every level of the organization</p> <p>ES9-5: Continuously improving government</p> <p><u>Department Performance Objective (<i>performance measure in italics</i>):</u></p> <ul style="list-style-type: none"> • Increase the <i>percent of priority outcomes available to the public through the internet or other means</i> • Percent of senior leadership trained in Sterling criteria for performance excellence <p><u>Performance Status:</u></p>	<p>ES9-4/9-5 Strategic Plan</p> <p><u>X</u> Business Plan</p> <p>___ Budgeted Priorities</p> <p>___ Customer Service</p> <p>___ ECC Project</p> <p>___ Workforce Dev.</p> <p>___ Audit Response</p> <p>___ Other _____</p> <p>(Describe)</p>

Departmental Quarterly Performance Report

Department Name: Office of Management and Budget

Reporting Period: First Quarter (October – December 2003)

- 0% of priority outcomes available to the public as of 1st Quarter

Comment(s):

- Fourth Quarter Performance Report was posted on the Intranet; and was provided within the required time frame.
- Sterling package distributed to all Assistant County Manager's explaining program criteria and how it relates to Result-Oriented Government initiatives underway in the County

Departmental Quarterly Performance Report
Department Name: Office of Management and Budget
Reporting Period: First Quarter (October – December 2003)

<p>Goal ES9-1: Alignment of services provided with community's needs and desires</p> <p><u>Department Performance Objective (<i>performance measure in italics</i>):</u></p> <ul style="list-style-type: none"> • Increase the <i>percent of Strategic Plan outcomes with appropriate key performance indicators defined to 100% by year-end</i> • Increase the <i>percent of department trained in linking business plans to the strategic plan to 100% by year-end</i> <p><u>Performance Status:</u></p> <ul style="list-style-type: none"> • 100% of departments trained in linking business plans to the strategic plan in 1st Quarter <p><u>Comment(s):</u></p> <ul style="list-style-type: none"> • Revised business plan instructions and a template have been designed and were released in October 2003 • Key performance indicators are under review 	<p><i>ES9-1 Strategic Plan</i> <u>X</u> <i>Business Plan</i> <u>X</u> <i>Budgeted</i> <i>Priorities</i> <u> </u> <i>Customer Service</i> <u> </u> <i>ECC Project</i> <u> </u> <i>Workforce Dev.</i> <u> </u> <i>Audit Response</i> <u> </u> <i>Other</i> <i>(Describe)</i></p>
<p>Goal ES9-2: Alignment of priorities throughout the organization</p> <p><u>Department Performance Objective (<i>performance measure in italics</i>):</u></p> <ul style="list-style-type: none"> • Increase the <i>percent of senior management fully oriented to how their performance relates to the strategic plan and department business plan objective to 95 percent by year-end.</i> • Increase the <i>percent of the organization familiar with the County's Strategic plan and their role in achieving of the plan to 25 percent by year-end</i> <p><u>Performance Status:</u></p> <ul style="list-style-type: none"> • 10 percent of senior management fully oriented to how their performance relates to the strategic plan and department business plan objectives • As of 1st quarter, minimal organization familiarity with the County's strategic plan, their departmental business plan or their role regarding same <p><u>Comment(s):</u></p> <ul style="list-style-type: none"> • All senior management were trained to have individual performance objective established by December 15 supporting their department business plan and related Strategic Plan objectives • Individual department training and follow-up sessions were conducted in several departments (e.g. ERD, Audit and Management Services, Communications, Planning, etc.) • Established Communications Working Group, to roll-out concepts of Results-Oriented government throughout the organization so that all employees: <ul style="list-style-type: none"> • Know the County has a plan • Know and Understand the County mission statement 	<p><i>ES9-1 Strategic Plan</i> <u>X</u> <i>Business Plan</i> <u>X</u> <i>Budgeted</i> <i>Priorities</i> <u> </u> <i>Customer Service</i> <u> </u> <i>ECC Project</i> <u> </u> <i>Workforce Dev.</i> <u> </u> <i>Audit Response</i> <u> </u> <i>Other</i> <i>(Describe)</i></p>

Departmental Quarterly Performance Report
Department Name: Office of Management and Budget
Reporting Period: First Quarter (October – December 2003)

<ul style="list-style-type: none">• Know and Understand the County's Guiding Principles (organizational values)• Know the desired priority outcomes that their department supports (as in their department business plan)• Know their role in achieving these outcomes	
--	--

Departmental Quarterly Performance Report
Department Name: Office of Management and Budget
Reporting Period: First Quarter (October – December 2003)

<p>Goal ES9-3: Achievement of performance targets</p> <p><u>Department Performance Objective (<i>performance measure in italics</i>):</u></p> <ul style="list-style-type: none"> • Increase <i>percent of priority outcome performance indicators with baselines and targets established to 90% by year-end</i> • Ensure <i>10 percent completion of performance management software implementation by year-end</i> <p><u>Performance Status:</u></p> <ul style="list-style-type: none"> • As of 1st quarter, 0% of priority outcome performance indicators with final baselines and targets established • As of 1st quarter, 0% completion of performance management software implementation <p><u>Comment(s):</u></p> <ul style="list-style-type: none"> • Inventory of performance indicators underway, include business plan measure, ICMA measures, survey measures, etc. • Performance Management software working group established, and preliminary general software requirements developed. 	<p><i>ES9-3 Strategic Plan</i> <u>X</u> <i>Business Plan</i> <u> </u> <i>Budgeted Priorities</i> <u> </u> <i>Customer Service</i> <u> </u> <i>ECC Project</i> <u> </u> <i>Workforce Dev.</i> <u> </u> <i>Audit Response</i> <u> </u> <i>Other</i> _____ <i>(Describe)</i></p>
<p>Goal ES8: Ensure the financial viability of the County through sound financial management practices</p> <p>ES8-2 Planned necessary resources to meet current and future operating and capital needs</p> <p><u>Department Performance Objective (<i>performance measure in italics</i>):</u></p> <ul style="list-style-type: none"> • Increase Incorporation and Annexation <i>support staff attendance to Municipal Advisory Committee Meetings</i> • Complete <i>schedule for new applications to the Boundaries Commission within six weeks of receiving the applications</i> <p><u>Performance Status:</u></p> <ul style="list-style-type: none"> • As of 1st quarter, 100% attendance has been achieved at all scheduled Municipal Advisory Committee Meetings • As of 1st quarter, 100% completion of applications received were submitted to the Boundaries Commission within the six-week period. <p><u>Comment(s):</u></p> <ul style="list-style-type: none"> • Currently there are eight Municipal Advisory Committee processes underway to which staff has attended all scheduled meetings. • The Falls incorporation efforts have progressed and application was submitted to Boundaries Commission within the required six-week period • Interlocal agreements have been approved by the BCC for the Hialeah 	<p><i>ES8-2 Strategic Plan</i> <u>X</u> <i>Business Plan</i> <u> </u> <i>Budgeted Priorities</i> <u> </u> <i>Customer Service</i> <u> </u> <i>ECC Project</i> <u> </u> <i>Workforce Dev.</i> <u> </u> <i>Audit Response</i> <u> </u> <i>Other</i> _____ <i>(Describe)</i></p>

Departmental Quarterly Performance Report

Department Name: Office of Management and Budget

Reporting Period: First Quarter (October – December 2003)

<p>annexation; that annexation is anticipated to be finalized during the second quarter of FY 2003-04. The Hialeah Gardens annexation has been approved by the BCC and interlocal agreements are now being prepared.</p> <ul style="list-style-type: none">• The East Kendall Municipal Advisory Committee voted to be disband on January 7, 2004. Formal BCC action is anticipated to be approved during the send quarter of FY 2003-04	
--	--

Departmental Quarterly Performance Report

Department Name: Office of Management and Budget

Reporting Period: First Quarter (October – December 2003)

<p>Goal HH4: Ensure Universal Access to timely and accurate services , information and community facilities</p> <p>HH2 Increased utilization of available health and human services across all neighborhood facilities</p> <p><u>Department Performance Objective (<i>performance measure in italics</i>):</u></p> <ul style="list-style-type: none">• <i>Increase the number of Ryan White Title 1 HIV service sites countywide tp125 in FY 2003-04 (contingent upon availability of grant funds)</i>• <i>Increase the number of Ryan White Title 1 providers to 39 FY2003-04 (contingent upon available of grant funds.</i> <p>Goal HH4: Promote independent living though early intervention and support services</p> <p>HH4-1: Healthier community</p> <ul style="list-style-type: none">• <i>Increase the number of HIV+ persons connected to care as a results of Ryan White Title I outreach effort 1, 2000 in FY2003-04</i> <p>Goal HH7: Ensure high quality standard of care in health and human services</p> <p>HH7-1: Improved customer service and care in health and human services</p> <ul style="list-style-type: none">• <i>Increase the number of training sessions targeting case management outreach, and medical care providers of Ryan White Title I funded services to 40</i>• <i>Increase in satisfaction among recipients of Ryan White Title I funded services to 85%</i> <p><u>Performance Status:</u></p> <ul style="list-style-type: none">• 0% of performance outcomes have been achieved, due to unit's fiscal period beginning March 1, 2004. <p><u>Comment(s):</u></p> <ul style="list-style-type: none">• Grant application for FY 2004-05 was completed in October 2003 and submitted to the federal granting agency, the U.S. Health Resources and Services Administration (HRSA).• Notice of Grant Award for FY 2004-05 has not yet been received. It is anticipated that the award will be issued late February 2004 for the period of March 1, 2004 through February 29, 2005.• Needs assessment for FY 2005-06 will be completed in May 2004.• The Miami-Dade HIV/AIDS Partnership will complete funding allocations and prioritization of HIV services for FY 2005-06 in June 2004.• The Ryan White Title I grant application for FY 2005-06 will be submitted to the federal government by October 2004 (official deadline is not yet known). <p>It is anticipated that the Notice of Grant Award will be received in February 2005 for a grant period of March 1, 2005 through February 28, 2006. Total funds to be requested for the FY 2005-06 grant period is not yet determined.</p>	<p>HH2-2, HH4-1, HH7-1</p> <p><i>Strategic Plan</i></p> <p><u>X</u> <i>Business Plan</i></p> <p><u>X</u> <i>Budgeted</i></p> <p><i>Priorities</i></p> <p><u>X</u> <i>Customer Service</i></p> <p><u> </u> <i>Workforce Dev.</i></p> <p><u> </u> <i>ECC Project</i></p> <p><u> </u> <i>Audit Response</i></p> <p><u> </u> <i>Other</i></p> <p><i>(Describe)</i></p>
---	--

Departmental Quarterly Performance Report
Department Name: Office of Management and Budget
Reporting Period: First Quarter (October – December 2003)

<p>Goal ES9: Deliver on promises and be accountable for performance.</p> <p>ES 9-4: Accountability to the Public at every level of the organization ES9-5: Continuously Improving government</p> <p><u>Department Performance Objective (<i>performance measure in italics</i>):</u></p> <ul style="list-style-type: none"> • Maintain 100 percent of Gainsharing Memoranda of Understanding (MOUs) closed-out within two month after the end of the fiscal year • Increase the number of new MOUs annually to 2 annually • Decrease the average number of days for reviews of submitted AOs to 4 • Maintain the number of days for posting final AOs on the internet at 10 • Ensure 100 percent of milestones met when updating procedures manual • Increase the number of reviews in which Performance Improvement has led or provided oversight (not including ECC impact projects) to 15 • Increase the number of signed corporate sponsorship agreements to 2 in FY 04 <p><u>Performance Status</u></p> <ul style="list-style-type: none"> • The unit was able to close out the Marinas, Food Services and WASD MOUs within 2 months and in time for Christmas award checks. • Developing a performance based MOU in WASD and a new MOU with the Finance Department's Credit and Collections Unit. • During the 1st quarter, averaged 2 business days to review AOs • During the 1st quarter, maintained objective and posted final AOs to the intranet within 10 days • 100% of milestone met when updating procedures manual • The unit is currently working on 12 consulting projects and 4 MOU/Gainsharing-related projects • The unit has received a commitment of over \$25 million in glass of the South Dade Cultural Center and is negotiating a beverage vending agreement. <p><u>Comment(s):</u></p> <ul style="list-style-type: none"> ▪ No ECC meetings were conducted in the fourth quarter 	<p>ES9-4/9-5 Strategic Plan</p> <p><u>X</u> Business Plan</p> <p>___ Budgeted Priorities</p> <p>___ Customer Service</p> <p>___ ECC Project</p> <p>___ Workforce Dev.</p> <p>___ Audit Response</p> <p>___ Other _____</p> <p>(Describe)</p>
---	--

Departmental Quarterly Performance Report
Department Name: Office of Management and Budget
Reporting Period: First Quarter (October – December 2003)

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of December 31 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	77	78	70	8						

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies: *The Office of Strategic Business Management's (OSBM) reorganization process has identified vacancies that will need to be filled in several divisions; they include Senior Budget Analyst, Budget Analyst 2 and 3, and Management Consultant.*

C. Turnover Issues: *Through OSBM's reorganization process, the department will be able to retain professional staff thus reducing turnovers.*

D. Skill/Hiring Issues

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

F. Other Issues:

- *The department is currently working with General Services Administration to relocate all OSBM divisions to one location within the Stephen P. Clark Building.*

Departmental Quarterly Performance Report
Department Name: Office of Management and Budget
Reporting Period: First Quarter (October – December 2003)

FINANCIAL SUMMARY

Office of Strategic Business Management – General Fund (All Dollars in Thousands)

	PRIOR YEAR	CURRENT FISCAL YEAR						
		Total Annual Budget	1 st Quarter		FY 2003-04 Year-to-date (1 st Quarter)			
			Budget	Actual	Budget	Actual	\$ Variance	% Of Annual Budget
Revenues	General Funds							
Total								
Expense*								
Personnel	\$2,819	\$5,839	\$1,460	\$1,294	\$5,839	\$1,294	\$4,545	22.16%
Other Operating	\$663	\$534	\$324	\$123	\$534	\$123	\$411	23%
Capital	\$7	\$20	\$50	\$0	\$20	\$0	\$20	0%
Total	\$3,489	\$6,393	\$6,394	\$1,417	\$6,393	\$1,417	\$4,976	22.16%

Health and Human Service - Ryan White Title I CARE Grant (All Dollars in Thousands)

Ryan White Title I Grant Year (FY 2003-04) runs from 3/1/2003 through 2/28/2004

	PRIOR YEAR	CURRENT FISCAL YEAR						
		Total Annual Budget	3 rd Quarter		YTD 2003-04			
			Budget	Actual	Budget	Actual	\$ Variance	% Of Annual Budget
Revenues	\							
♦ Fed. Grants	\$26,563	\$27,024	\$6,756	\$6,728	\$20,268	\$13,214	\$7,504	65.19%
♦ Carryover	\$776	\$534	\$133	\$0	\$400	\$0	\$400	0%
Total	\$27399	\$27,558	\$6,889	\$6,728	\$20,668	\$13,214	\$7,454	63.93%
Expense*								
Administration	\$829	\$1,351	\$338	\$221	\$1,013	\$606	\$407	59.86%
Contractual Svcs.	\$26,510	\$26,207	\$6,551	\$6,038	\$19,655	\$13,593	\$6,062	69.16%
Total	\$27,339	\$27,558	\$6,889	\$6,259	\$120,668	\$14,199	\$106,429	68.70%

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Notes for Ryan White:

1. Third quarter information includes 3 months (September-November 2003) based on Ryan White Grant fiscal year.
2. Carryover amount at the discretion of the federal government.
3. Administrative expenditures are not evenly distributed throughout the fiscal year.
4. Drawn downs are made in arrears as needed to reimburse the County based on documented expenditures.

Departmental Quarterly Performance Report
Department Name: Office of Management and Budget
Reporting Period: First Quarter (October – December 2003)

Equity in pooled cash (for proprietary funds only) (All Dollars in Thousands)

Fund/ Subfund	Prior Year End of close-out	*Projected at Year-end as of			
		Quarter 1 05/31/03	Quarter 2 08/31/03	Quarter 3 11/30/03	Quarter 4 2/29/04
SO 720 720	\$0	\$0	\$0	\$0	
Total	\$0	\$0	\$0	\$0	

Comments:

The Ryan White Title I federal grant is received by the County on a reimbursement basis. Therefore, during the grant period there is a negative cash balance between \$1 to \$2 Million. At the end of the closeout period, the cash balance is \$0.

Departmental Quarterly Performance Report
Department Name: Office of Management and Budget
Reporting Period: First Quarter (October – December 2003)

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date _____

DEPARTMENT PRIORITIES

(cont'd)

Human Health Services

- Housing Finance Authority





Departmental Quarterly Performance Report

Department Name: Housing Finance Authority

Reporting Period:

12/31/03

December 31, 2003

I. Performance Initiatives	Page 2
II. Personnel Status	Page 4
III. Financial Performance	Page 5
IV. Department Director Review	Page 6

Departmental Quarterly Performance Report**Department Name: HOUSING FINANCE AUTHORITY****Reporting Period: December 31, 2003**

County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i> AS OF THE FIRST QUARTER OF THE FISCAL YEAR, LENDERS HAVE PROCESSED 136 LOANS FOR A TOTAL AMOUNT OF FINANCING OF \$11,839,172. OF THE TOTAL LOANS, 42 ARE DEEP SUBSIDY LOANS USING SURTAX FUNDS, 39 ARE LOANS MADE WITH HOME FUNDS AND 55 ARE BOND LOANS. THIS PROGRAM WAS EXTENDED UNTIL NOVEMBER 1, 2004.	<input type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ (Describe)
County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i> THE AUTHORITY ISSUES MULTIFAMILY BONDS TO PROVIDE FINANCING FOR CONSTRUCTION OR REHABILITATION OF RENTAL UNITS TO BE OCCUPIED BY LOW- AND MODERATE-INCOME FAMILIES AND INDIVIDUALS. FOR THE 2004 ALLOCATION, THE AUTHORITY RECEIVED APPLICATIONS FOR 4 DEVELOPMENTS OF WHICH 2 HAVE BEEN APPROVED AND ARE MOVING FORWARD. UNDER THE SECOND ROUND OF FINANCING, THE AUTHORITY RECEIVED 3 APPLICATIONS WHICH HAVE ALL BEEN APPROVED TO MOVE FORWARD IN THE FINANCING PROCESS. THE TOTAL AMOUNT OF FUNDING REQUESTED FROM THE 5 DEVELOPMENTS IS \$57,560,816	<input type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ (Describe)
County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i> THE AUTHORITY PROVIDES HOMEBUYER WORKSHOPS TO COUNTY EMPLOYEES INTERESTED IN PURCHASING THEIR FIRST HOME. THE AUTHORITY HELD 12 DIFFERENT SESSIONS HELD THROUGHOUT THE MONTHS OF SEPTEMBER, OCTOBER, NOVEMBER AND DECEMBER AT DIFFERENT TIMES AND LOCATIONS FOR COUNTY EMPLOYEES TO ATTEND. THE AUTHORITY ALSO PROVIDED SIMILAR WORKSHOPS DURING THE EVENING AND WEEKENDS THROUGH CAA AND OMEGA. IN TOTAL, THERE WERE 165 PARTICIPANTS THAT GRADUATED FROM THESE WORKSHOPS.	<input type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ (Describe)
County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i> THE AUTHORITY WILL CONTINUE TO DEVELOP THE ANTI-PREDATORY LENDING INITIATIVE WITH LOCAL AGENCIES AND THE COUNTY COMMISSION OFFICE. THIS IS AN ONGOING PROGRAM.	<input type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ (Describe)

Departmental Quarterly Performance Report

Department Name: HOUSING FINANCE AUTHORITY

Reporting Period: December 31, 2003

County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i> THE AUTHORITY DEVELOPED ANOTHER HOMEOWNERSHIP OPPORTUNITY TO PROVIDE ASSISTANCE WITH DOWNPAYMENT AND CLOSING COSTS THROUGH THE INDIVIDUAL DEVELOPMENT ACCOUNT (IDA) PROGRAM. CURRENTLY THERE ARE 89 ACTIVE ACCOUNTS AND SINCE INCEPTION, 49 FAMILIES HAVE PURCHASED HOMES USING FUNDS FROM THEIR IDA ACCOUNT WITH MATCHING FUNDS.	<input type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ (Describe)
County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i> THE AUTHORITY PERFORMED 11 AUDITS OF MUTLIFAMILY DEVELOPMENTS TO ENSURE COMPLIANCE WITH BOND DOCUMENTS.	<input type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ (Describe)
County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i> UNDER THE AUTHORITY'S HOME 2003 ALLOCATION, 11 LOANS WERE CLOSED FOR A TOTAL OF \$494,484 AND UNDER THE HOME 2002 ALLOCATION, 4 LOANS CLOSED FOR A TOTAL OF \$204,972. THESE WERE FIRST TIME HOMEBUYERS WHOSE INCOME DID NOT EXCEED 65% OF MEDIAN INCOME FOR MIAMI-DADE COUNTY.	<input type="checkbox"/> <i>Strategic Plan</i> <input checked="" type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ (Describe)

Departmental Quarterly Performance Report
Department Name: HOUSING FINANCE AUTHORITY
Reporting Period: December 31, 2003

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	9	9	9	0						

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

None

C. Turnover Issues

None

D. Skill/Hiring Issues

None

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

We have one Temp providing clerical assistance to our single family programs including our homebuyer clubs and workshops. She is the only Creole speaking person in our office and therefore is able to assist us in communicating with our Haitian residents and clients.

F. Other Issues

Departmental Quarterly Performance Report
Department Name: HOUSING FINANCE AUTHORITY
Reporting Period: December 31, 2003

FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	Total Annual Budget	CURRENT FISCAL YEAR					
			Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
Multifamily	1,261	1,030	258	194	258	194	64	6
Singlefamily	5,448	310	78	14	78	14	64	21
Interest	1,070	1,000	250	201	250	201	49	5
Grant	330	380	95	40	95	40	55	14
Misc.	78	15	3	3	3	3	0	0
Cash Carryover	0	0	0	0	0	0	0	0
Total	8,187	2,735	685	452	685	452	212	7.75
Expense*								
Personnel	887	926	232	227	232	227	5	.5
Operating	4,908	2,039	510	249	510	249	261	13
Capital	26	23	6	0	6	0	0	0
Total	5,821	2,988	748	476	748	476	266	8.9

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
	836,137	788,983			
Total	836,137	788,983			

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

Single family fees are normally collected in April and Oct of each year. Those fees collected in October 2003 have been accrued as revenues as of September 30, and therefore are not recorded as revenues when actually collected; they are a reduction of a receivable.

Departmental Quarterly Performance Report
Department Name: HOUSING FINANCE AUTHORITY
Reporting Period: December 31, 2003

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

The Authority is currently partnering with a local developer to develop affordable housing in downtown Miami. The developer has requested that the Authority provide collateral to secure a construction loan with Wachovia Bank. The proceeds for the collateral are three of the \$1 million notes that are owed to the Authority by the Housing Agency.

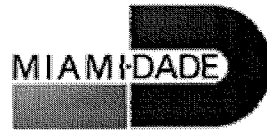
Departmental Quarterly Performance Report
Department Name: HOUSING FINANCE AUTHORITY
Reporting Period: December 31, 2003

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date January 16, 2004



Departmental Quarterly Performance Report

AUDIT AND MANAGEMENT SERVICES

FY 2004
Quarter 1

I.	Performance Initiatives	Pages 2-3
II.	Personnel Status	Page 4
III.	Financial Performance	Page 5
IV.	Department Director Review	Page 6

Departmental Quarterly Performance Report
Department Name: AUDIT AND MANAGEMENT SERVICES
Reporting Period: FY 2004 – Quarter 1

MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

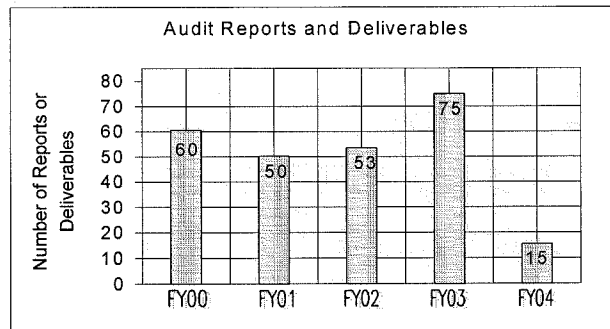
Check all that apply

Initiatives

- Complete 75% of planned audits annually or issue no less than 50 audit reports.
- Complete risk assessment analysis and develop audit plan during the second quarter.

Status:

- Through December 31, 2003, we issued 15 audit reports, including 9 revenue-based, 1 compliance, and 5 other audits.
 - Seven audits conducted to determine propriety of telecommunications taxes remitted to the County. Approximately \$2,531,358 was assessed, which \$100,074 was collected during this quarter.
 - Other monies collected this quarter total \$162,928 resulting from prior audit assessments.
 - Completed WASD Delinquent Accounts Receivable Management Review, an operational audit for delinquent accounts receivable and collection practices which resulted in constructive recommendations for streamlining relevant business processes and enhancing collection and operational efficiencies.



☒ Strategic Plan – ES8-1
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

Initiatives

- Conduct 60% of follow-up audits on the annual audit plan.
- Issue at least 25% of audit reports within 90 days of fieldwork completion.
- Provide support services to various County Departments.

Status:

- Eight follow-up audits in progress according to Plan.
- Twelve of the 15 audit reports released during this quarter were issued within 90 days of fieldwork completion.
- Provided audit assistance to external auditors conducting examinations at the Aviation Department, Administrative Office of the Courts and Finance Department.
- Ongoing audit between PHT and University of Miami to assess propriety of payments, making constructive recommendations to improve contracting process.
- Ongoing operational audits of GSA Risk Management, IT Business Office, WASD, and Aviation to identify areas for improvement (workflow processes, productivity, etc.).
- Assisted MDFR in preparing an appeal to USAID/OFDA in response to their final decision to disallow \$2.7 million in grant disbursements.

☒ Strategic Plan – ES1-1
☒ Business Plan
☐ Budgeted Priorities
☒ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

Departmental Quarterly Performance Report

Department Name: **AUDIT AND MANAGEMENT SERVICES**

Reporting Period: **FY 2004 – Quarter 1**

<u>Initiatives</u> <ul style="list-style-type: none">• Provide access to audit information on website by 9/30/04. <u>Status:</u> <ul style="list-style-type: none">• Efforts continue toward developing Department website on Metronet in coordination with Communications Department.	<u>X</u> Strategic Plan – ES2-1 <u>X</u> Business Plan ___ Budgeted Priorities ___ Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)
<u>Initiatives</u> <ul style="list-style-type: none">• Provide 40 hours of Continuing Professional Education annually to every auditor.• Conduct quarterly staff meetings.• Conduct annual evaluations within 30 days after due date.• Increase staff certified.• Upgrade new auditor training.• Fill Deputy Director position. <u>Status:</u> <ul style="list-style-type: none">• Conducted staff meeting during this quarter to apprise staff of current developments.• Recruitment is underway to fill the Deputy Director position.• During this quarter, one staff became a Certified Information Systems Auditor.	<u>X</u> Strategic Plan – ES5-2 and 5-4 <u>X</u> Business Plan ___ Budgeted Priorities ___ Customer Service ___ Workforce Dev. ___ ECC Project ___ Audit Response ___ Other _____ (Describe)

Departmental Quarterly Performance Report
Department Name: AUDIT AND MANAGEMENT SERVICES
Reporting Period: FY 2004 – Quarter 1

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Number of Filled and Vacant positions at the end of 1st quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	53	54	51	3						

Notes:

B. Key Vacancies

- This quarter-end, 51 of 54 budgeted positions are filled. Recruited for associate auditor positions and one candidate was hired, effective 1/5/04.

C. Turnover Issues

D. Skill/Hiring Issues

- Because of the Residency Ordinance, the Department has been negatively impacted in hiring quality audit staff at the upper management level.

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

F. Other Issues

- Concerned about the loss of 5 audit positions, which will impact the Department's ability to adequately address significant County-wide risks.

Departmental Quarterly Performance Report
Department Name: AUDIT AND MANAGEMENT SERVICES
Reporting Period: FY 2004 – Quarter 1

FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	FY 2003-04						
		Total Annual Budget	Quarter 1		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
General Fund	\$ 1,985	\$ 3,374	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%
Charges for Audit Services ¹	1,150	1,100	-	8	-	8	8	0.7%
Tax Recoveries	850	-	-	-	-	-	-	0.0%
Carryover	87	-	-	-	-	-	-	0.0%
Total	\$ 4,072	\$ 4,474	\$ -	\$ 8	\$ -	\$ 8	\$ 8	0%
Expense								
Salary and Fringes	\$ 3,838	\$ 4,201	\$ 1,050	\$ 1,049	\$ 1,050	\$ 1,049	\$ (1)	25.0%
Other Operating	195	240	60	18	60	18	(42)	7.5%
Capital	39	33	8	13	8	13	5	39.4%
Total	\$ 4,072	\$ 4,474	\$ 1,119	\$ 1,080	\$ 1,119	\$ 1,080	\$ (39)	24.1%

Notes on Financial and Personnel Information:

¹ \$7,500 was collected from Vizcaya for Audit Services performed during FY 02-03.

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
		N/A	N/A	N/A	N/A
Total		N/A	N/A	N/A	N/A

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90+ days and those scheduled for write-off, if applicable)

Aged 90+ receivables include \$850,000 in telecommunications tax recoveries that are in litigation; \$500,000 due from MDHA and MDAD for audit services rendered in FY 03. Collection is anticipated no later than the 2nd quarter for the interdepartmental billings. Collection of delinquent tax recoveries is expected by 9/04.

Departmental Quarterly Performance Report
Department Name: AUDIT AND MANAGEMENT SERVICES
Reporting Period: FY 2004 – Quarter 1

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

DEPARTMENT DIRECTOR REVIEW

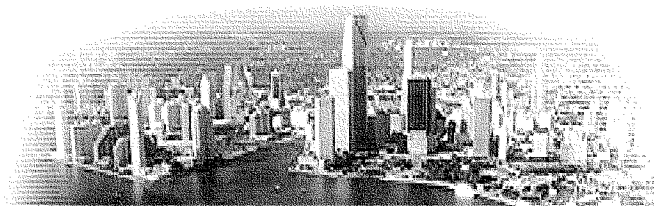
The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Cathy Jackson
Cathy Jackson
Department Director

Date 2/5/04

BUDGET POLICIES

- Service Delivery - Priorities by Strategic Area
- Tax Policy
- Fee Policy
- CBO/In-Kind Policy
- State Policy



MIAMI-DADE